IBM Tealeaf CX RealiTea Viewer
Version 9 Release 0.2
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RTV User Manual

Note
Before using this information and the product it supports, read the information in "Notices" on page 261.

This edition applies to version 9, release 0, modification 2 of IBM Tealeaf CX RealiTea Viewer and to all subsequent releases and modifications until otherwise indicated in new editions.

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RealiTea Viewer (RTV) User Manual

The RealiTea Viewer User Manual describes how to use the standalone IBM Tealeaf CX RealiTea Viewer application to find and replay visitor sessions. Use the links to access specific topics in the manual.

- Events are edited through the Tealeaf® Portal. See "Tealeaf Event Manager" in the *IBM Tealeaf Event Manager Manual*.

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Chapter 1. CX RealiTea Viewer overview

CX RealiTea Viewer (RTV) is a stand-alone application that is part of the IBM Tealeaf cxImpact product suite.

CX RTV provides the following significant capabilities:

- Allows you to view a visual replay of a visitor's session with your web application
- Allows you to examine the information that the visitor's browser sends to your web server and the information that is returned by your web server in response
- Plays a key role in searching for sessions that meet specific criteria
- Presents specific, customizable information about each hit that matches a search

CX RealiTea Viewer includes software that is developed by the OpenSSL Project for use in the http://www.openssl.org/. RTV provides the following perspectives on session data:

Replay View:
Through Replay view, you can experience a visitor's session as the visitor experienced it. For more information, see the "RealiTea Viewer - Replay View" section (in *IBM Tealeaf CX RealiTea Viewer User Manual*).

Request View
Through Request view, you can review the requests that are submitted by the visitor's browser to the web server during the session. For more information, see the "RealiTea Viewer - Request View" section (in *IBM Tealeaf CX RealiTea Viewer User Manual*).

Response View
Through Response view, you can review the responses that are returned from the web server to the visitor's browser during the session. For more information, see the "RealiTea Viewer - Response View" section (in *IBM Tealeaf CX RealiTea Viewer User Manual*).

The Tealeaf Event Manager is closely integrated with the RTV request and response playback views, which allows easy visual identification of patterns that can be used to create events.

For more information, see *IBM Tealeaf Event Manager Manual*.

Architecture

The IBM Tealeaf cxImpact product is used to capture and preserve the detailed information about every visitor's interaction with your web application. RTV displays this detailed information in a visual format.

The figure that is shown is an overview of the IBM Tealeaf cxImpact architecture and RTV's relationship to the other components of IBM Tealeaf cxImpact:

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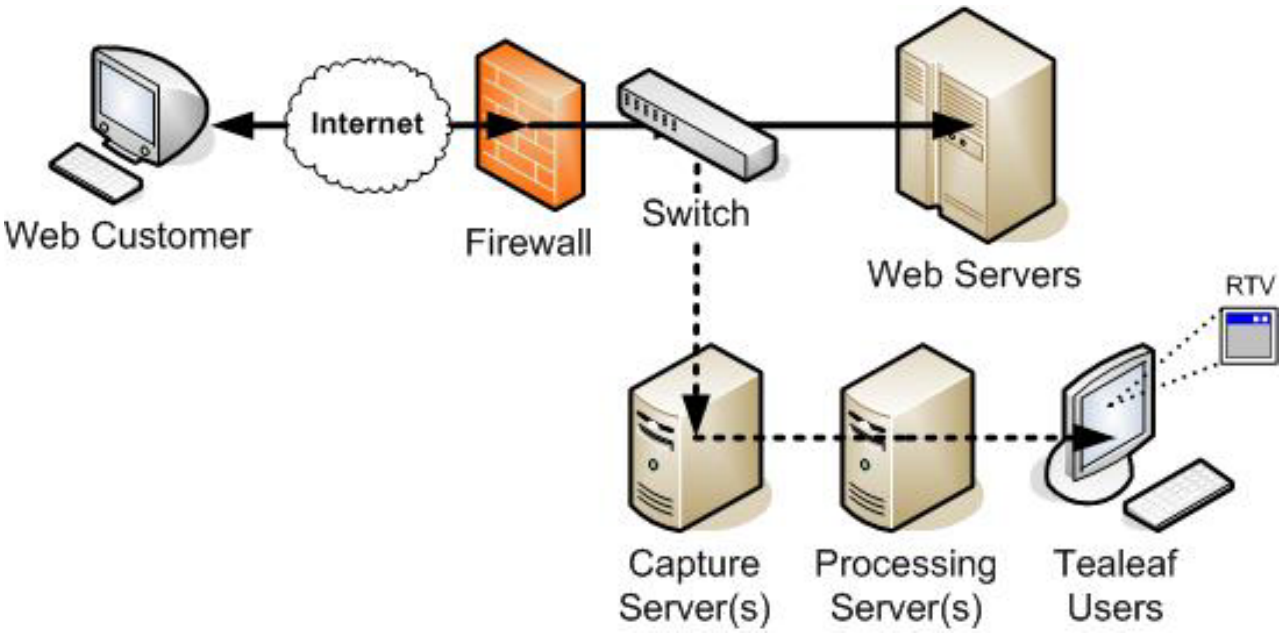

Figure 1. RTV's role in the IBM Tealeaf cxImpact architecture

Example Usage

Suppose that you are a typical analyst and you are using RTV to analyze sessions. You start the RTV session with a search. You have a specific customer name or error message and a specific time. You want to see the replay of the visitor's session. You use the RTV search feature to enter specific search parameters, such as the visitor's name and a time range. RTV displays a session segment of all sessions that match the search parameters. From this session segment, the analyst selects a session for replay.

You probably start with the first page and quickly thumbs through the visitor's pages to get a feel for what the visitor was trying to accomplish. From this overview, you can locate the particular piece of the session of interest, where you examine the visitor's behavior, the selected pages, and the values that are entered into the page's form fields.

You can research a reported error, and determine whether the error is because of a mistake by the visitor or a problem with the web application. If it is a problem with the web application, the analyst then casts a wider net and searches for similar occurrences of the same error. The session segment from this search indicates the breadth of the error. Is it affecting only a few visitors? Or many? Is it occurring at specific times of day? Or only on specific web servers? Or only for specific combinations of user inputs?

After the analyst identifies a real problem with the web application and any potential causes, the next step is to communicate this information to the application development team. Using RTV, the analyst can add an annotation to the visitor's session in the IBM Tealeaf CX datastore and send this session to the application developers by email, by copying and pasting into an application, or by attaching the session file to a bug tracking report.

In addition, business analysts use RTV to understand visitor behavior. With scorecards and dashboards of IBM Tealeaf cxView, the business analyst uses RTV to analyze visitor behavior and increase the completion of transactions.

RealiTea Viewer minimum system requirements

RTV is a Windows application. It is supported on Windows Server 2003, Windows Server 2008, Windows Vista, and Windows 7.

The minimum supported system is:

- One of the operating systems
- 1 GB RAM
- 100 MB disk space. See “RTV disk storage.”
- 500MHz processor
- Internet Explorer 6.0 or higher

  Note: Replay of Tealeaf sessions in IBM Tealeaf CX RealiTea Viewer (RTV) requires Internet Explorer to be installed on your local computer. If Internet Explorer is not supported by your enterprise's IT department, basic replay must be managed through the browser replay feature available with IBM Tealeaf cxImpact. See "CX Browser Based Replay" in the *IBM Tealeaf cxImpact User Manual*.

Performance and response time improve with a faster processor and more memory.

Note: If you have Windows Enhanced Security features, you experience issues when you use RTV. See "Troubleshooting - Portal" in the *IBM Tealeaf Troubleshooting Guide*.

RTV disk storage

RTV requires a minimum of 100 megabytes of storage on the disk to properly install.

Depending on how many sessions you want to load, RTV performance improves when more space is allocated on the disk for storing sessions, local caches, and replay temporary files.

Note: Tealeaf recommends 2 GB of disk space for IBM Tealeaf CX RealiTea Viewer.

RTV memory usage

When RTV is started without opened sessions, it occupies approximately 13 MB of RAM. When you search for sessions, open sessions, or download sessions from the Canister, this data is stored in additional RAM that is allocated as needed.

Note: RTV is a 32-bit Windows application, which means that it can address up to 2GB of RAM, regardless of the amount of memory that is installed on your system.

Depending on the number of other applications that run on your system, you can fill the available address space so that RTV is unable to load sessions or complete operations.

When you use RTV:

- Constrain your searches to retrieve the minimum set of sessions.

- Avoid downloading or loading `TLA` archives containing hundreds or thousands of sessions.
- Close other desktop applications, if possible.

Installing RealiTea Viewer

IBM Tealeaf CX RealiTea Viewer must be installed on the desktop system of each Tealeaf user that must use the RTV application.

- RTV can be installed across a network.

  Note: Before you begin installing RTV, you must determine the appropriate roles for each RTV user.

1. The Tealeaf software distribution includes the installation packages for each version of IBM Tealeaf CX RealiTea Viewer. Depending on your role and permissions, you can install IBM Tealeaf CX RealiTea Viewer directly from the installation package directory.
   - For more information about the available versions of RTV, see "RTV versions" on page 10.
2. In the appropriate directory, run the RTV Setup program (`setup.exe`).
   - If you have previously installed an earlier version of RTV, you must uninstall it before you install the new version. Your settings are preserved between installs.
   - After you uninstall RTV, run `setup.exe` again to install the new version.
3. Select the language that you want to use for the installation screens and click **OK**.
4. The Welcome screen is displayed.
5. In the Welcome screen, click **Next**. The License screen is displayed.
6. In the License screen, click the **I accept the terms of the license agreement**. Click **Next**. The Choose Destination Location screen is displayed
7. To choose a different directory from the default one, click **Browse...**. Browse your local computer to select a directory where you want to install RTV.
8. Click **Next**.
9. The Installation screen is displayed.
10. When you are ready to install, click **Install**. The installation begins.
11. When the installation finishes, the Installation Complete screen is displayed.
12. When the Installation Complete screen is displayed, click **Finish**.

Connecting RTV to Tealeaf

After you run RTV on your local desktop, you must connect it to one or more Tealeaf servers.

1. Run RTV by using either of the following methods:
   - In the Tealeaf installation directory, double-click the RealiTea `.exe` file.
   - From the Windows Start menu, select:

     `Start > Programs > TeaLeaf Technology > TeaLeaf RealiTea Viewer`

     Then, select the version of the Viewer to run.
2. When RTV opens, select **Tools** > **AutoConfig from TeaLeaf Master...**.

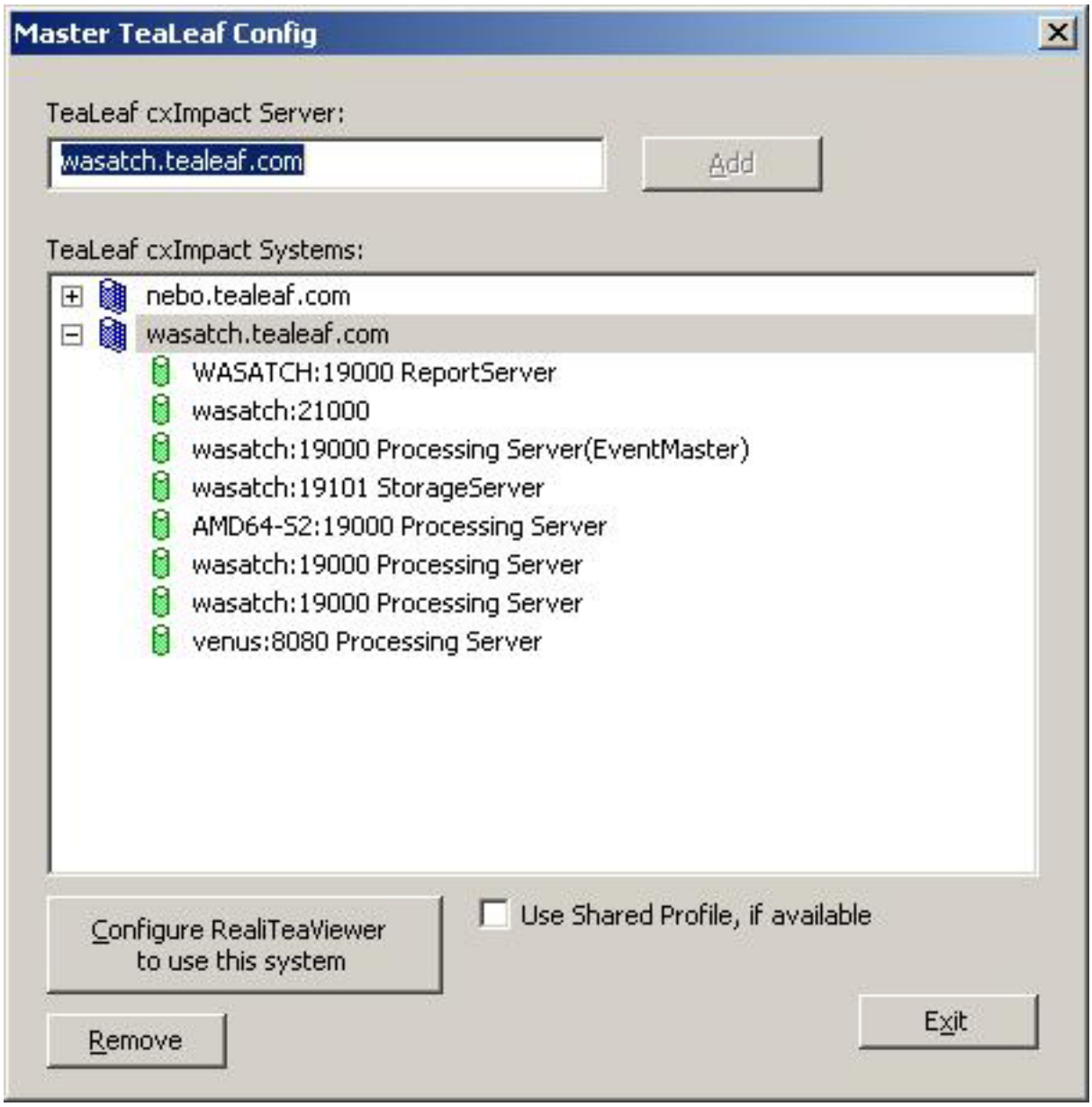

Figure 2. Configuring from Tealeaf Master

3. In the TeaLeaf IBM Tealeaf cxImpact Server field, enter the server name from which to acquire the master configuration. Then, click **Add**.
4. RTV attempts to retrieve the master configuration from the server. If RTV is successful, all of the Tealeaf servers that are associated with the master server are displayed.
5. To configure your local instance of RTV based on the server, click **Configure RealiTeaViewer to use this system**.
   - If you want, you can configure the local profile for the current user that is based on a shared profile that is maintained on the master server. To use the shared profile, click **Use Shared Profile, if available**.
6. The configuration and optional profile are downloaded to your local version of RTV.

- To remove a Tealeaf installation from this list, click **Remove**. The local instance of RTV is no longer connected to the Tealeaf server or servers.

7. If the master server already contains data, to test the configuration, search for sessions on the server. In the IBM Tealeaf CX RealiTea Viewer toolbar, click **Search**. See Chapter 4, “Searching sessions,” on page 99.

Performing silent installs for RTV

You can use the following steps to enable silent installs of RTV. This method supplies answers to the RTV installer prompts through a configuration file.

Note: Before you begin, you can copy the image of the RTV installation folder to the local workstation where it is to be installed.

1. Copy the following text:

```
#  Tealeaf Silent Install Script File
#
[General]
InstallFolder=C:\Tealeaf
```

2. Paste it into a text editor.
3. Save this file as a text file.
   - This file must be saved in a location where the RTV installer can access it. For example, you might save it as:

     `C:\TealeafSilentInstall.txt`
4. Open a Windows command-line window.
5. Run the following command:

   `setup.exe /InstallScriptFile=C:/TealeafSilentInstall.txt`
6. RTV installation continues without prompting.

Upgrading RTV

To upgrade RTV, you follow the same steps as for installing the application by running `setup.exe` twice.

The first time that you run `setup.exe`, RTV is uninstalled. When you run it again, RTV is upgraded to the new version.

Updating the RTV stub file

Your RTV installation file includes a stub file that is used to facilitate replay of user interface events that are captured by using Tealeaf IBM Tealeaf CX UI Capture for AJAX.

Note: If your Tealeaf solution does not use IBM Tealeaf CX UI Capture for AJAX, you can skip this section. See "UI Capture FAQ" in the *IBM Tealeaf UI Capture for Ajax FAQ*.

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

Note: In Release 2012.06.01.1, the method of generating xpaths was changed for the JSON version. If you are using the JSON version of UI Capture for this release or a later one, you must update RTV to use the latest stub file. For more information on downloading IBM Tealeaf, see IBM® Passport Advantage® Online.

When RTV is initially installed, this file (`Tealeaf.js`) is automatically installed with the RTV software. Depending on the type of rich internet application that your

system is monitoring, the file can be updated when RTV is upgraded. During the upgrade, the `Tealeaf.js` file can be updated as follows:

- **No modifications:** If you or your Tealeaf administrator has not modified `Tealeaf.js`, then the file is automatically updated for you during the upgrade process. You can skip the rest of this section.
- **Modifications:** If your local version of `Tealeaf.js` is modified, the upgrade process does not update the local copy of the file.

Note: During the upgrade process, RTV does not overwrite a modified version of `Tealeaf.js` file. A developer or Tealeaf administrator must review and manage the changes between the `Tealeaf.js` file in use within your Tealeaf environment and then default one provided with the new version of RTV. This single version must then be deployed to all RTV users. Complete the following steps to manage and export the changes.

1. Run RTV.
2. From the RTV menu, select **Tools** > **Options...**.
3. Click the **UI Events** tab.
4. Click **Edit TeaLeaf.js Stub**.
5. Copy all of the contents of the edit pane and paste it into `Notepad.exe`.
6. Save the file locally. Suppose that you are using RTV version 7284. You might name this version: `RTVStub-7284modified.txt`.
7. Close the edit pane.
8. Click **Reset TeaLeaf.js Stub**. This step resets the file to the one provided in the current installation. Since you have saved a copy to your local computer, this step can always be reverted.
9. Click **Edit TeaLeaf.js Stub**.
10. Copy all of the contents of the edit pane and paste it into `Notepad.exe`.
11. Save the file locally. Suppose that you are upgrading to RTV 7296. You might name this version: `RTVStub-7296.txt`.
12. Using your preferred diffing tool, compare `RTVStub-7296.txt` to `RTVStub-7284modified.txt`.
    - Items that display as changes are likely to be modifications that you made.
    - Items that display as deletions are likely to be new code that is provided by Tealeaf.
13. In the RTV edit pane for the stub file, carefully add back your modifications.
14. Click **Save Changes and Exit**.
15. Verify replay of a session from your application to confirm that the modifications are being properly applied.
16. Iterate until you are confident that all changes have been applied.
17. Save the file locally as `RTVStub-7296modified.txt`. Store all three versions for safekeeping.
18. Publish the new stub file to RTV users.

Updating your Replay profile for DWR POST data matching

If you have upgraded to Release 8.4 and your web application uses the DWR library to communicate between client and server, you must apply the following changes to your local replay profile to use the DWR POST data that matches the plug-in in RTV.

When RTV is upgraded, the required plug-in is included as part of the installation. However, you must configure RTV to recognize the content type that is associated with these POSTs and to then use the appropriate match POST data to response data during replay.

- The DWR POSTs are in `text/plain` format and are managed by the `FormData` plug-in.
- For more information about POST data that matches plug-ins in use in Tealeaf, see "Managing POST Data Matching Plugins" in the *IBM Tealeaf CX Configuration Manual*.

Note: These changes are applied to your local replay profile only and cannot be shared through the Replay Server with other users. Each RTV user must apply this change to the local RTV replay profile.

Steps:
Complete the following steps.

1. Run RTV.
2. Add the plug-in:
   a. In the RTV menu, select **Tools** > **Options...**.
   b. Click the **Plugins** tab.
   c. Verify that the FormData plug-in is enabled.
   d. If not:
      1) Click **Add?**.
      2) Browse to the directory where RTV is installed on your local system. Typically, this directory is:
         `C:\Program Files\Tealeaf`
      3) Select the FormData `dll` file and click **Open**.
      4) The plug-in is added.
         - See “Plugins options” on page 202.
3. Make the required changes in your local replay profile:
   a. In the RTV menu, select **Tools** > **Options...**.
   b. Click the **Profiles** tab.
   c. To edit the profile, click **Edit Raw Profile...**.
   d. The raw profile is in XML format. You can copy and paste the profile text into an external text editor.
   e. Search for the following string:
      ```
      <ReplayHitMatchPlugin name="FormData"
      ```
   f. This XML entry contains the plug-in information for the `FormData` plug-in. Beneath the top-level node, there is a `HitType` entry for the `application/x-www-form-urlencoded` content type similar to:
      ```
      <HitType contentType="application/x-www-form-urlencoded"
      handlesQueryString="true" wantResponseData="false"
      haveCustomOptionsDialog="false" haveCustomIgnoreParamDialog="false"
      haveCustomResponseDisplay="false" haveCustomPostDataDisplay="false"
      affinity="0.5" enabled="1">
        <URLFilter pattern="" reqVar="" reqVarValue="" enabled="1"/>
      </HitType>
      ```
   g. Below the `HitType` entry, copy and paste the following entry into the profile, just after the `</HitType>` closing tag:

```
<HitType contentType="text/plain" handlesQueryString="false"
wantResponseData="false" haveCustomOptionsDialog="false"
haveCustomIgnoreParamDialog="false" haveCustomResponseDisplay="false"
haveCustomPostDataDisplay="false" affinity="0.5" enabled="1">
  <URLFilter pattern="" reqVar="" reqVarValue="" enabled="1"/>
</HitType>
```

h. If you were using an external text editor, copy and paste the entire profile back into the Profile Editor.

i. Click **Save Changes & Exit**.

4. If possible, you must try to replay a session that includes DWR POSTs to verify that the POST data matching plug-in is working correctly.

   Note: A POST data matching plug-in does not guarantee that POSTs are matched to the appropriate response. However, using one that is appropriate for the content type greatly increases the chances of an appropriate match.

   - See “RTV Profile” on page 191.

Note: For BBR users, a similar change must be applied through the Replay Server profile on each instance of the Replay Server in your environment. See "Configuring the Replay Server" in the *IBM Tealeaf CX Configuration Manual*.

Replay logging

You can monitor Tealeaf user replays from RTV through the Portal.

1. Log in to the Portal as a Tealeaf administrator.
2. From the Portal menu, select **Tealeaf** > **User Activity**.
3. For the Report, select `User Activity`.
4. Open the Search node.
5. Select the `Replay Session - RTV` option.
6. To include BBR replays, select the `Replay Session - BBR` option.
7. Apply any other settings as needed.
8. Click **Refresh**.
   - See "Monitoring User Activity" in the *IBM Tealeaf cxImpact Administration Manual*.

About this manual

The IBM Tealeaf CX RealiTea Viewer (RTV) User Manual helps the following roles to learn how to use RTV.

- *Web application analyst:* Understand how visitors are interacting with your web application and provide a visual replay view of the visitor's session.
- *IT Operations staff:* Find specific sets of sessions that have common characteristics, such as specific error patterns.
- *Business analyst:* Understand how to find and replay sessions that represent successful business transactions (like placing an order or generating a quote) and locate sessions where customers were unable to complete the transaction.

The terminology that is used throughout attempts to conform to World Wide Web Consortium (W3C) standards as much as possible. Because the IBM Tealeaf cxImpact product, including RTV, must work with every web server technology on the Internet, terminology is expanded beyond W3C standards where necessary.

- For more information about terminology, see "Tealeaf Glossary" in the *IBM Tealeaf Glossary*.

RTV versions

In IBM Passport Advantage Online, the following versions of IBM Tealeaf CX RealiTea Viewer are available for installation in the listed compressed file.

- In the file name, `*` denotes the version and build reference, such as `8.2.0.8221`.

Table 1. RTV Versions

Version	File name	Description
Licensed	`RTV_Licensed_*.zip`	Enables all permissions
Lite	`RTV_Lite_*.zip`	Allows limited set of features. See "Limitations of RTV Lite."

Note: For customers who upgraded from Release 7.2 or earlier, the ability to edit events is now a Portal function. You cannot edit events directly through RTV. You can initiate the process of creating new event objects from within RTV, if you have the appropriate Portal permissions. See "Creating events" on page 91.

Switching between versions of RTV

You can switch between versions of RTV by completing the following steps.

1. If both versions are installed, rename the old RTV version executable file to `1RealiTea.exe`.
2. Double-click the new version of RTV to open it.
3. As part of its initial configuration, RTV automatically associates itself with `.TLS`, `.TLX`, and `.TLA` files. The new version of RTV is now the default one.

Limitations of RTV Lite

The RTV User Manual describes the functions of professional versions of RTV.

RTV Lite cannot complete the following functions:

- Save
- Send a session through email
- Generate load runner scripts
- Generate Windows Application Stress (WAS) scripts
- Search canisters. RTV Lite can perform subsearches.
- Create `exe` files with sessions included
- Print
- View result sets
- Create annotations

Using RTV across multiple versions of CX

Some Tealeaf installations contain multiple instances of IBM Tealeaf cxImpact. Optionally, RTV can be configured to access each version.

Note: Changes between versions of RTV and IBM Tealeaf cxImpactcan make some features inaccessible. Tealeaf recommends the latest version of RTV for the version of IBM Tealeaf cxImpact in use in your environment.

- See "Troubleshooting - RealiTea Viewer" in the *IBM Tealeaf Troubleshooting Guide*.

Initial RTV configuration

This page describes how to complete the initial configuration of RTV.

Note: This information provides a framework for completing the initial configuration of one component of the IBM Tealeaf CX system in a simplified deployment model. Depending on your Tealeaf solution's deployment, additional configuration can be required.

The IBM Tealeaf CX RealiTea Viewer allows Tealeaf users to search for and replay Tealeaf sessions on their local desktop systems. The standalone RTV application connects through the available network to the IBM Tealeaf CX platform to search for active or completed sessions and then displays them as they were originally experienced in a customized web browser.

- For more information about RTV, see "RealiTea Viewer (RTV) User Manual" in the *IBM Tealeaf RealiTea Viewer User Manual*.

RTV installation

The IBM Tealeaf CX RealiTea Viewer is a standalone Windows application that must be installed on the desktop system of each Tealeaf user. Before you configure RTV, you must verify that the software is installed on your system.

Note: For Tealeaf Event Manager users, the installed major and minor version number of the IBM Tealeaf CX RealiTea Viewer on your desktop must match those numbers of IBM Tealeaf cxImpact.

Note: If you have not done so already, you must connect your installed version of RTV to the IBM Tealeaf cxImpact server.

1. From the Windows Start menu, select **Settings...** > **Control Panel**.
2. Double-click **Add or Remove Programs**.
3. In the list, if you see an entry for `Tealeaf RealiTea Viewer`, the application is installed.

- For more information about RTV minimum system requirements, see "RealiTea Viewer Overview" in the *IBM Tealeaf RealiTea Viewer User Manual*.
- For more information about RTV installation, see "RealiTea Viewer Overview" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Configuration

Before you begin configuring and using RTV, you must determine the roles of individual Tealeaf users. RTV roles can be broken into the following categories.

Role **Description**

RTV Administrator

Responsible for managing replay rules and global profiles. Can overlap with the Tealeaf application administrator. For more information about configuration tasks for RTV administrators, see “Configuring RTV as an administrator” on page 12.

- RTV administrators can be required to configure replay rules to achieve high-fidelity replay of the monitored web application in RTV. See "RealiTea Viewer - Replay Rules" in the *IBM Tealeaf RealiTea Viewer User Manual*.

RTV User
Individual Tealeaf user who must use the RTV application to search for session data, replay selected sessions, and act on their findings. For more information about configuration tasks for RTV users, see “Configuring RTV as a User” on page 15.

RTV User Who Edits Events
Tealeaf user or administrator who is responsible for creating and maintaining the event definitions that are used in the Tealeaf system. For more information about configuration tasks for these users, see “Configuring RTV for users who edit events” on page 16.

Configuring RTV as an administrator

This information describes the configuration steps that RTV administrators must complete before they enable Tealeaf users to access session data.

Configuring RTV user accounts:

Any Tealeaf user with basic Portal access can also use the IBM Tealeaf CX RealiTea Viewer application.

Accounts assigned to RTV users cannot have their Default Replay Mode set to `BBR` at either the group or individual user level. It must be set to either `RTV` or `Prompt on Replay`. For more information:

- "CX User Administration" in the *IBM Tealeaf cxImpact Administration Manual*
- "cxReveal User Administration" in the *IBM Tealeaf cxReveal Administration Manual*

Creating a default user profile:

After IBM Tealeaf cxImpact is initially installed, a default profile must be created and stored on the server.

- For more information about creating replay rules, see “Configuring the user profile” on page 16.

You can search for sessions and complete a basic replay of them by acquiring the profile.

Note: The quality of session replay is dependent upon the nature of the web application. Websites that employ sophisticated display technologies or rely on client user interaction events can require significant customization of the common replay profile and replay rules. Those steps are covered in later sections.

To acquire the default RTV user profile, complete the following steps.

1. Run RTV.
2. In the RTV menu, select **Tools** > **Options**.
3. Click the **Profiles** tab.
   - At the top of the panel, you will see the following message:
     `You are using the default built-in profile.`
4. Under the Default Profile, enter the server from which to acquire the default profile. Click **Check for Updates Now**.

Test RTV connection:

This information describes the steps that RTV administrators must take to test whether the RTV connection is working.

Testing search:

You can test to see whether search is working.

1. In the RTV toolbar, click the **Search** button.
2. Specify a search that must return a non-zero number of sessions.
3. To run the search, click **Search**.
4. In the Search Progress dialog, you must see search results displayed.

Testing replay:

You can test the basic capability of replaying sessions. You can see problems that must be addressed before production deployment.

Note: Replay is a complicated process and can require tuning of your RTV settings and possibly changes to the web application to get it to work properly.

1. After you have run the search, you must see a number of sessions that are listed in the Search Results tab.
2. Select a session that contains a high number of pages, as indicated in the Page Count column.
3. In the RTV toolbar, click the **Replay** button.
4. In the Replay tab, you must see a non-zero number of pages in the Viewable Pages list. In the pane to the right, the first page in the Viewable Pages list is displayed.
5. To test the replay of this session, click the**Replay** button in the toolbar.
6. If your installation of RTV is working properly, the session begins to replay as the user initially experienced it.

Save session:

If your session is a representative example of a typical user experience with your web application, you can choose to save it locally to help your subsequent configuration tasks.

1. When the session is open in RTV, from the menu select **File** > **Save**.
2. Save it to a directory on your local workstation that is outside of the RTV installation directory.

Other options tabs:

This information describes the other profile options that are available for RTV administrators.

Testing profile changes:

Before you save your profile to the server, you can save a local copy and to test your local copy against sessions that are saved in `.TLS` files.

Copying host profile for other hosts:

If you have multiple hosts of your web application, you can rapidly create host profiles by copying the host profile that you create and modifying the destination profile as needed.

To copy the profile:

1. In the RTV menu, select **Tools** > **Options**.
2. Click the **Profiles** tab.
3. Click **Edit Raw Profile**. The raw XML of the profile is displayed.
4. Click in the profile text. Press `CTRL + A` to select all of it.
5. Paste the text into a text editor.
6. To retain a backup, save the text file.
7. Search the text file for the following string:
   `<HostProfile`
8. Verify that the value of the `name` attribute corresponds to the host that you configured.
9. Select the text that starts at the preceding string down till:
   `</HostProfile>`
10. Copy the text and paste the copy just after the preceding string.
11. Modify the `name` attribute in the first line of the copied text to match the host name for which you are applying the copied host profile.
12. Save the text file under a new name.
13. Press `CTRL + A` to select the entire profile.
14. Paste the text back into RTV.
15. Click **Save Changes & Exit**.
16. Click **Edit Profile...**.
17. The new host profile node must be displayed.
18. Modify the profile rules for the new host as needed.

Saving your profile to the server:

After you are satisfied with your user profile and rules for all hosts, you can post it to the common server for other Tealeaf users.

1. In RTV, select **Tools** > **Options**.
2. Click the **Profiles** tab.
3. If you have not done so already, save a copy of your profile locally. Copy the contents of the raw profile into a text editor and save it to a local directory.
4. In the **Default Profile** text box, verify that the Server and port number correspond to the server that hosts the Portal application.
5. To see whether the server profile is updated since you last synced, click **Check for Updates**.
   - If other Tealeaf users can edit the server profile, you must select the Check for Updates at Startup.
6. If there are updates to the server profile, you must reconcile them with your saved local copy.
7. To upload the user profile that is currently stored in RTV, click **Upload Settings to Server**.

- To apply specific settings to the BBR profile, click **Sync to BBR...**. Select the settings to apply to the BBR profile, and click **Commit...**.

8. In theOptions window, click **OK**.

Distribute connection information to RTV users:

After you upload your setting changes to the server profile, you can distribute connection information to Tealeaf users.

Configuring RTV as a User

This information describes the steps that RTV users must take to acquire their user profile.

Auto-configuring RTV from the Tealeaf master server:

After the RTV administrator configures the user profile, RTV users can enter the connection information to the master Replay Server and acquire the user profile.

1. Start RTV.
2. In the RTV menu, select **Tools** > **AutoConfig from TeaLeaf Master**.
3. In the list of available IBM Tealeaf cxImpact systems, select the top node of the master server with which you want to sync.
   - Below each master server node, you can review the different servers and port numbers relevant to RTV that are part of the IBM Tealeaf cxImpact deployment.
   - If the master server is not listed, enter the simple host name in the IBM Tealeaf cxImpact Server textbox and click **Add**. If RTV is able to connect to the server, it is added to the list.
4. To sync with a listed server, click the server name in the server tree.
   a. To use the shared profile that is stored on the server, click the **Used Shared Profile** check box.

      Note: If no shared profile is available on the server, your local profile is unchanged.

   b. To configure your local installation of RTV to work with the selected IBM Tealeaf cxImpact server, click **Configure RealiTeaViewer to use this system**.

      Note: It is recommended that you configure RTV to auto-configure by using servers of the same version as the RTV installation. For example, if you are using Release 7.2 RTV, you must connect only to Release 7.2 IBM Tealeaf cxImpact servers.

   - To remove a server from your list of available servers, select the server node in the list and click **Remove**.
5. After you complete the auto-configuration, click **Exit**.
   - See "RealiTea Viewer Overview" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Updating your local profile:

If your RTV administrator is periodically updating the common profile, you must configure RTV to check for updates at startup.

1. In the RTV menu, select **Tools** > **Options**.
2. Click the **Profiles** tab.

3. Under the Default Profile, enter the server from which to acquire the default profile.
4. Select the **Check for Updates at Startup** check box.
5. Click **Check for Updates Now**.
6. To save changes, click **OK**.
   - To restore your user profile to the default one provided by Tealeaf, click **Restore Default Profile**.

Configuring RTV for users who edit events:

The Tealeaf Event Manager enables users with the appropriate permissions to create, edit, and delete Tealeaf events and related data. This information describes the configuration steps in RTV for users who must access TEM.

- See "Tealeaf Event Manager" in the *IBM Tealeaf Event Manager Manual*.

1. If you have not done so already, you must complete the configuration steps for RTV users. See “Configuring RTV as a User” on page 15.
2. In the RTV menu, select **Tools** > **Options**.
3. Click the IBM Tealeaf cxImpact tab.
   a. If Portal authentication is enabled, RTV must be provided with the Portal user name and password with which to connect to the Portal Server. Enter the user name and password to use to connect to the server.
      - See "RealiTea Viewer - Advanced Options Tabs" in the *IBM Tealeaf RealiTea Viewer User Manual*.
4. To save your configuration changes, click **OK**.
5. Users of the Event Manager must be part of the `Event Admin` group in IBM Tealeaf cxImpact.
   - See "CX User Administration" in the *IBM Tealeaf cxImpact Administration Manual*.
   - See "Event Administration" in the *IBM Tealeaf Event Manager Manual*.
6. To test the connection, in the RTV menu, select **Edit** > **Event Editor...**.
7. The Events tab of the Tealeaf Event Manager opens, displaying all event definitions on the server.
   - See "Tealeaf Event Manager" in the *IBM Tealeaf Event Manager Manual*.

Configuring the user profile

After basic connectivity is established, RTV administrators can configure the user profile to contain hints on how to display content during replay. Using replay rules, you can provide instructions to RTV for how to handle specific pages or other aspects of the web application during replay.

This information describes how to configure the RTV user profile. The user profile is stored as an XML file inside your local RTV installation directory.

Note: It is recommended that you begin by modifying the user profile through the RTV GUI, instead of editing the raw XML.

The local RTV profile can be optionally synchronized with a common user profile stored on the server.

- This common user profile can be optionally synchronized with the user profile used by Browser-Based Replay. See "RealiTea Viewer - Profile Options" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Editing the RTV profile:

Complete the following steps to edit the RTV profile.

1. In the RTV menu, select **Tools** > **Options**.
2. Click the **Profiles** tab.
3. Click **Edit Profile**.
4. The nodes of the RTV profile are displayed. Specific nodes to modify are described in the following sections.
   - For more information about user profiles, see "RealiTea Viewer - Profile Options" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Host-port remapping:

You can remap the hosts and ports that are detected in the transaction stream to another host:port number gateway. If it is not practical or desirable for replay to make requests to the live production server, you can change all references to the live server in replay data to point to the other server or to a null server.

Note: In a user profile, you can have no more than one host-port remapping.

1. In the Edit Profile dialog, double-click the Remap Host node.
2. Click **Add Hostname**. Enter your web application's host name in the following form:

   ```
   www.<host_name>.<ext>
   ```
3. Click **OK**.
4. To enable remapping, select one of the following remap options:
   - `Remap host to` - Enter the host to which you want to remap the source host name, using the same format.
   - `Remap host to NULL server` - If you do not have a remap server to use and do not want requests that are made to the source web server, this option effectively cancels any requests that are embedded in the replay data.

     Note: If this option is enabled, some content does not display properly during replay.
5. If you want, you can remap port numbers from the source web application's traffic to new port numbers on the remap server. Click **Add Port**. Enter the From and To remap ports, and click **OK**.
   - You can enter multiple port numbers to remap.
6. From the Protocol drop-down, you can select the protocol to use when you connect to the remap server. The `Auto` automatically detects the appropriate protocol to use.
7. To save your remap settings, click **OK**.

Ignore URLs:

Some URLs for your web application are not viewable pages, which can result in display issues in RTV. To avoid these pages, you can configure RTV to ignore URL patterns, including query parameters.

1. In the Edit Profile dialog, double-click the IgnoreURL node.
2. Enter the path information for the URLs to ignore. The path `/app/.asp?` instructs RTV to ignore any `.asp` file containing query parameters in the `app` tree of the source host.

- The wildcards * and ? are accepted.
- When you specify URLs to ignore, start simple and specific. You can download a session and save it locally as a .TLS file and then to iterate on your ignore URL rules.

3. To save the IgnoreURL rule into your profile, click **OK**.
4. To create the IgnoreURL rule, in the Edit Profile dialog click **New**. From the drop-down, select **Add IgnoreUrl**.
   - For more information about configuring your profile, see "RealiTea Viewer - Profile Options" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Popup URLs:

You can configure RTV to recognize URLs that must be displayed in a popup window. When you browse to URLs that match the PopupURL pattern in the NavList, RTV displays them in a popup window.

In Browser-Based Replay, popup URLs are displayed in the NavList yet are displayed as regular pages during replay.

1. In the Edit Profile dialog, double-click the PopupURL node.
2. Enter the path information for the URLs to treat as popups. Path configuration for popup URLs follows the same requirements as specifying Ignore URLs. See “Ignore URLs” on page 17.
3. To save the PopupURL rule into your profile, click **OK**.
   - For more information about configuring your profile, see "RealiTea Viewer - Profile Options" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Response modifications:

You can modify the response of replay data by performing pattern-based replacement of text. For example, response modifications can be used to prevent the unwanted execution of JavaScripts referenced or included in the response.

1. In the Edit Profile dialog, double-click the **ResponseMod** node.
2. For the specified host name, you can select whether the response modification is to be applied to all responses or to those matching a regular expression pattern.
   - Regular expressions are a powerful mechanism for specifying pattern matching. See "Regular Expressions in the RealiTea Viewer" in the *IBM Tealeaf RealiTea Viewer User Manual*.
3. In the **Pattern** text box, you can specify by using a regular expression the text for which to search the response.
4. In the **Replacement** text box, specify the text to replace the matched pattern.
5. Select whether to replace only the first occurrence (`First`) in the response or all occurrences (`All`).
6. To save your response modification rule, click **OK**.
7. After you specify your response modification rule, you must test it against sample data. See “Testing response modifications.”

Testing response modifications:

After you specify your response modification rule, you must test it against sample data.

1. Load a session that you can use to test the rule.

2. Click the**Response View** button in the toolbar.
3. Select some example text in the response to use for testing.
4. Right-click the selected text and select `Test Response Modify Rules...`.
5. TheTest Modify Rules window opens.
6. To test the selected text against the Response Modify rules for the page, click **Test**.
7. To edit the Response Modify rules, click **Edit Rules**.
   - For more information about configuring your profile, see "RealiTea Viewer - Profile Options" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Configuring dynamic response modifications:

If your web application includes data that is delivered from a third party, that content must be associated with a specific request. You can use dynamic response modification rules to modify response patterns that are based on the detection of Tealeaf events in the transaction stream.

- See "RealiTea Viewer - Creating Events" in the *IBM Tealeaf RealiTea Viewer User Manual*.

External file modifications:

If your web application references external files such as JavaScripts, you can configure a set of file modifications so that undesirable actions are not taken within the RTV web browser during replay. Typically, this feature is used to disable script execution.

1. In the Edit Profile dialog, double-click the **ExternalFileMod** node.
2. For the specified host name, enter the regular expression pattern for the file names to modify.
   - Regular expressions are a powerful mechanism for specifying pattern matching. See "Regular Expressions in the RealiTea Viewer" in the *IBM Tealeaf RealiTea Viewer User Manual*.
3. In the **Pattern** text box, you can specify using a regular expression the text for which to search.
4. In the **Replacement** text box, specify the text to replace the matched pattern.
5. Select whether to replace only the first occurrence (`First`) or all occurrences (`All`).
6. After you specify your external file modification rule, you must test it against sample data. See “Testing response modifications” on page 18.
7. To save your external file modification rule, click **OK**.
   - For more information about configuring your profile, see "RealiTea Viewer - Profile Options" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Configuring dynamic external file modifications:

You can use dynamic external file modification rules to modify external file data based on the detection of Tealeaf events in the transaction stream.

- You can configure these modifications by using the same interface as the one used to configure dynamic response modifications. See "RealiTea Viewer - Creating Events" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Creating frame rules:

If your web application uses framesets to organize the display page, you can create frame rules to deliver URLs to named frames in the frameset.

1. In the Edit Profile dialog, double-click the FrameRule node.
2. Enter the name of the frame to which to map the URL pattern.
3. In the Matching URL textbox, enter the URL pattern for the source page or pages to map into the frame.
   - The wildcards * and ? are accepted.
4. To apply the frame rule to your user profile, click **OK**.
   - For more information about configuring your profile, see "RealiTea Viewer - Profile Options" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Note: For dynamically loaded frames, you can create rules from the Viewable Pages list to manage frame placement. Right-click the page in the Viewable Pages list and select **Replay Rules...** > **Place this page in a frame...** and select the frame. The rule is then created to always place the page into the selected frame. See "RealiTea Viewer - Viewable Pages List" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Configuring replay for client-side user interface actions

The emergence of rich internet application technologies has greatly increased the utilization of client-side user interface events in web applications. These UI events may not be transmitted to the host server by default, which prevents Tealeaf from tracking them.

As an optional part of the IBM Tealeaf CX platform, the Tealeaf IBM Tealeaf CX UI Capture for AJAX can be deployed in your web application to provide detailed monitoring of client-side user interface events. The IBM Tealeaf CX UI Capture for AJAX can require additional development, configuration, and integration with your web application.

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

- For more information about UI Capture, see "UI Capture for Ajax Guide" in the *IBM Tealeaf UI Capture for Ajax Guide*.

If you are unable to deploy UI Capture at this time, you can configure RTV to complete some limited monitoring of client-side UI events.

- See "Monitoring Client UI Events through RTV" in the *IBM Tealeaf RealiTea Viewer User Manual*.
- If your web application uses Ajax technologies, additional configuration can be required. See "RealiTea Viewer - Ajax Replay" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Testing your configuration

After you complete your initial configuration, you can complete the following steps to verify the configuration.

For RTV, you must test the configuration for basic users, RTV administrators, and users of the Tealeaf Event Manager. The following steps are listed.

- A complete set of tests can be run after all Tealeaf components is configured. See "Testing Your Tealeaf Solution" in the *IBM Tealeaf CX Configuration Manual*.

RTV Administrators: RTV administrators must test that they can change replay rules and that basic replay functionality is working.

- If you have not done so already, you must verify that you can make a replay rule change and save it to the server. You might create an IgnoreURL rule for a URL that will never be displayed in the web application. After you complete this test, you should remove the rule.
- Test basic replay now. See "RealiTea Viewer - Replay View" in the *IBM Tealeaf RealiTea Viewer User Manual*.

  Note: Replay is a complex process that can require regular review of replay rules to make it work properly. Now, you want to test basic replay functionality.

RTV Users: RTV users must be able to search for sessions and replay them. If you have not done so already, you must test a basic RTV user account to verify that search and replay are working properly.

- See “Testing search” on page 13.
- See “Testing replay” on page 13.

Tealeaf Event Manager Users: These users must be able to access the application now. From the RTV menu, select **Edit** > **Event Editor...**.

- If RTV is properly configured, the currently available events are displayed.
- Perform a simple change to an event definition, such as changing the description, and then commit the change back to the server to verify that your user account can modify event definitions.

When all Tealeaf components are configured, you must complete an end-to-end test. See "Testing Your Tealeaf Solution" in the *IBM Tealeaf CX Configuration Manual*.

Chapter 2. RealiTea Viewer navigation

You can use RTV's menu-driven interface to search for, locate, and review session information and then replay the visitor's experience as the visitor experienced it.

- “AJAX Replay” on page 94
- “Creating events” on page 91
- “Events view” on page 89
- RealiTea Viewer - Main Window
- “Replay over HTTPS” on page 98
- “Replay rules” on page 58
- “Replay view” on page 30
- Chapter 3, “Request view,” on page 73
- “Response view” on page 86
- “Viewable Pages list” on page 38

RealiTea Viewer main window

After you start IBM Tealeaf CX RealiTea Viewer, the main window is displayed.

Request, response, and replay content are displayed in the main window of the RTV application for the currently selected page.

To use the application, follow the steps:

- Search for a session from the Portal or from IBM Tealeaf cxReveal
- Drill down into a session from a report in the Portal
- Open a session that is stored on the file system.

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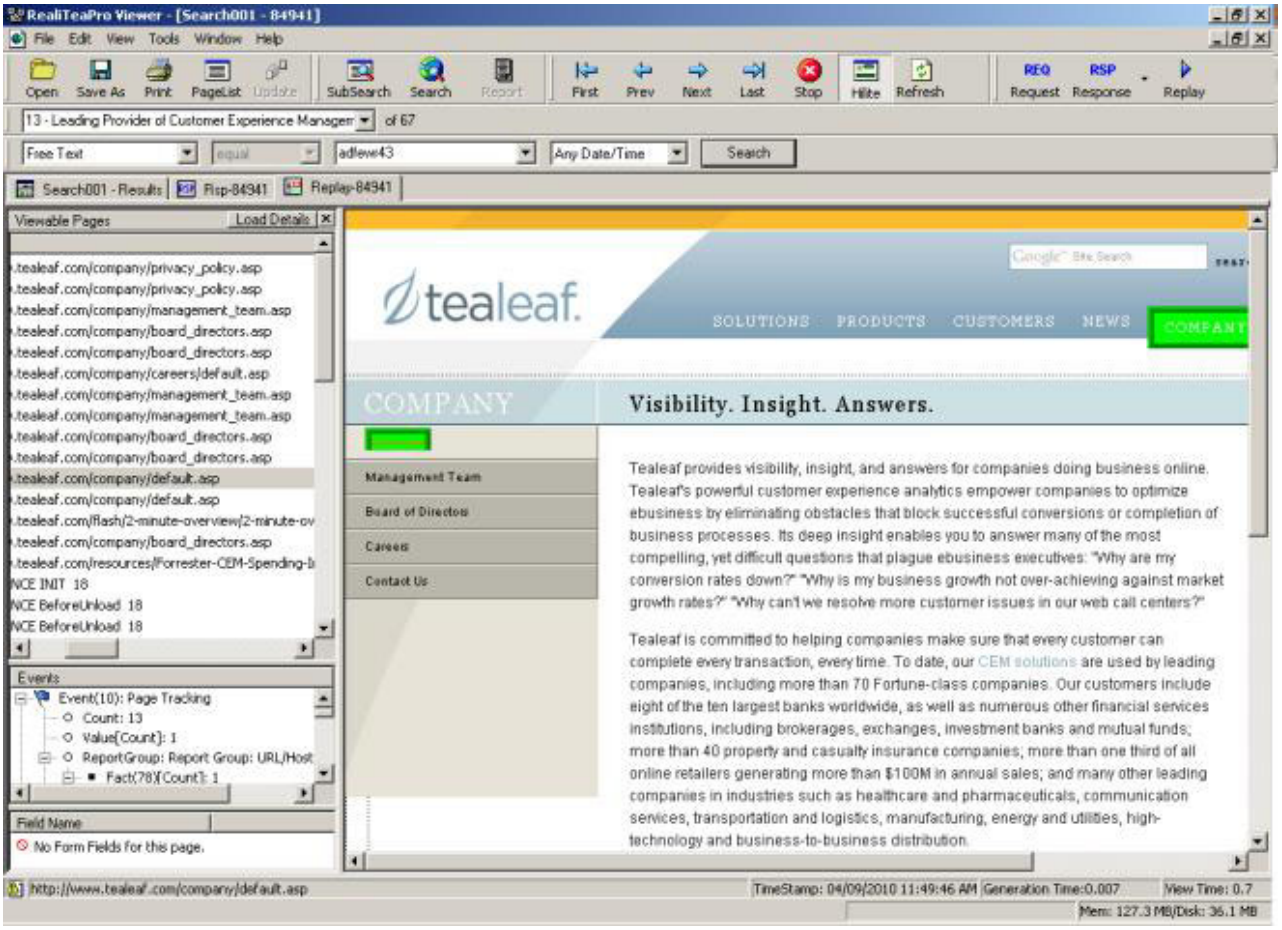
RealiTeaPro Viewer - [Search001 - 84941]
File Edit View Tools Window Help
Open Save As Print PageList Update SubSearch Search Report First Prev Next Last Stop Hilite Refresh REQ Request RSP Response Replay
13 - Leading Provider of Customer Experience Manager of 67
Free Text equal adlewe43 Any Date/Time Search
Search001 - Results Rsp-84941 Replay-84941
Viewable Pages Load Details
.tealeaf.com/company/privacy_policy.asp
.tealeaf.com/company/privacy_policy.asp
.tealeaf.com/company/management_team.asp
.tealeaf.com/company/board_directors.asp
.tealeaf.com/company/board_directors.asp
.tealeaf.com/company/careers/default.asp
.tealeaf.com/company/management_team.asp
.tealeaf.com/company/management_team.asp
.tealeaf.com/company/board_directors.asp
.tealeaf.com/company/board_directors.asp
.tealeaf.com/company/default.asp
.tealeaf.com/company/default.asp
.tealeaf.com/flash/2-minute-overview/2-minute-ov
.tealeaf.com/company/board_directors.asp
.tealeaf.com/resources/Forrester-CEM-Spending-b
NCE INIT 18
NCE BeforeUnload 18
NCE BeforeUnload 18
Events
Event(10): Page Tracking
Count: 13
Value(Count): 1
ReportGroup: Report Group: URL/Host
Fact(78)(Count): 1
Field Name
No Form Fields for this page.
tealeaf
SOLUTIONS PRODUCTS CUSTOMERS NEWS COMPANY
COMPANY
Visibility. Insight. Answers.
Management Team
Board of Directors
Careers
Contact Us
Tealeaf provides visibility, insight, and answers for companies doing business online. Tealeaf's powerful customer experience analytics empower companies to optimize ebusiness by eliminating obstacles that block successful conversions or completion of business processes. Its deep insight enables you to answer many of the most compelling, yet difficult questions that plague ebusiness executives: "Why are my conversion rates down?" "Why is my business growth not over-achieving against market growth rates?" "Why can't we resolve more customer issues in our web call centers?"
Tealeaf is committed to helping companies make sure that every customer can complete every transaction, every time. To date, our CEM solutions are used by leading companies, including more than 70 Fortune-class companies. Our customers include eight of the ten largest banks worldwide, as well as numerous other financial services institutions, including brokerages, exchanges, investment banks and mutual funds; more than 40 property and casualty insurance companies; more than one third of all online retailers generating more than $100M in annual sales; and many other leading companies in industries such as healthcare and pharmaceuticals, communication services, transportation and logistics, manufacturing, energy and utilities, high-technology and business-to-business distribution.
http://www.tealeaf.com/company/default.asp
TimeStamp: 04/09/2010 11:49:46 AM Generation Time:0.007 View Time: 0.7
Mem: 127.3 MB/Disk: 36.1 MB

Figure 3. RTV Main Window

Below the toolbar, you can access the windows are generated based on your actions in RTV. The Main window in RTV may contain different views of the IBM Tealeaf cxImpact data that is shown within other windows.

The leftmost tab is the Search Results View.

- If there is only one matching session, RTV opens a second tab in the Child window that displays the first page of the session.
- If RTV is opened without selected sessions, a blank Main window is displayed.

Main Window Views

Through the Main window, you can review the current page through three different views.

Replay View:
Through Replay view, you can experience the visitor's session as the visitor experienced. RTV uses the captured session data to reassemble each page locally for display through the Main window.

- You can use the Zoom tools to change the magnification of the main window in Replay view. See “RTV Menus” on page 153.
- See “Replay view” on page 30.

Request View:
Through Request view, you can review the request data that is submitted from the visitor's browser to the web server to return the current page. Additionally, all data that is inserted by Tealeaf into the request can be reviewed through Request view. See Chapter 3, “Request view,” on page 73.

Response View:
Through Response view, you can review the response that is returned from the web server to the visitor's browser. See “Response view” on page 86.

Status Bar

Figure 4. Status Bar

At the bottom of the main window, the Status bar contains the URL of the currently selecting page and timestamp information.

Field **Description**

URL Location of the currently displayed page. The label on the upper left of the status bar contains the URL of the current page, including any port or host mappings. RTV can modify to this URL. If the request came in on a port other than the default 80 or 443, the specific port number is appended to the workstation name.

TimeStamp
Local timestamp for when the request was received by the Web server.

Generation Time
Time in seconds required to generate the page. This figure is also displayed in the Viewable Pages List.

View Time
For sessions without UI events, this value measures the difference in timestamps in seconds between the response of the current page and the request of the subsequent page, as reported in the Viewable Pages List.

- Since this metric is updated only when the main page loads, on pages that contains UI events, the value represents the difference in seconds between the initial load of the page and the triggering of the first UI event. See "UI Capture for Ajax Guide" in the *IBM Tealeaf UI Capture for AJAX Guide*.

  Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

Mem Amount of RAM memory that is currently consumed by the RTV application.

Disk Amount of disk space currently used by the RTV application.

Context menus in the main window

Depending on the type of view in the main window, one of the following context menus is available. For context options, right-click in the main display window to display the menu.

Note: If you are creating event objects from the RTV context menus, it is advised that you save each object after you create it before you create another one. See "Tealeaf Event Manager" in the *IBM Tealeaf Event Manager Manual*.

Context menu for Request view

The following items appear in the context menu for Request view.

Menu Item
Description

Create New Event from selection
When text is selected, this context menu command is available for creating an event from the selected text. The Tealeaf Event Manager is pre-populated with values to match the selected text. See "TEM Events Tab" in the *IBM Tealeaf Event Manager Manual*.

Create New Hit Attribute from selection
When text is selected, this context menu command is available for creating a new attribute that uses the selected text as the pattern to match. The Tealeaf Event Manager is pre-populated with values to match this selection. See "TEM Hit Attributes Tab" in the *IBM Tealeaf Event Manager Manual*.

Find on Page
Search the displayed page for a specific text string.

Search Completed Sessions for
Search completed sessions over the current date range for the request variable that contains the value on which you right-clicked. See “Viewable Pages list” on page 38.

Copy Value
Copy the selected value to the clipboard.

Subsearch for
Within the currently selected session, search for pages that contain the specified request variable. See “Session search and Subsearch” on page 105.

Remove page with this request value from replay...
Based on a specified name-value pair in the request, you can remove matching pages from replay. You typically do this process for pages which are not viewable html pages. RTV generally removes non-viewable pages from the viewable pages list, but it does not know to remove things like partial html snippets that are requested by Ajax, or pages that incorrectly identify their content type. See “Replay rules” on page 58.

Treat page with this request value as Highlight Only...
For Ajax pages, it can be useful to flag them as highlight only pages, which contain form field data to identify client UI events and are not replayable through RTV. Opens a dialog in which you can specify to treat pages with this request value as highlight-only pages. When marked in this manner, data in Highlight Only pages is not used as a displayable HTML page. Instead, RTV leaves the previous page that is displayed, and the form fields from the Highlight Only page are used to populate fields with data. See “Monitoring client UI Events through RTV” on page 149.

Hexadecimal Display
Display page contents in hexadecimal code. To revert the display, select this option again.

View AMF Data
You can view the AMF data that was submitted in the request. The AMF data is displayed in `Notepad.exe`.

- To create events from AMF data, the binary data must be decoded in the Windows pipeline. See "Inflate Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

View All AMF Data
You can view all AMF requests in a single file. The file is displayed in `Notepad.exe`.

- To create events from AMF data, the binary data must be decoded in the Windows pipeline. See "Inflate Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

Context menu for Response view

The following items appear in the context menu for Response view.

See “Response view” on page 86.

Menu Item
Description

Create New Event from...
When text is selected, this context menu command is available for creating an event from the selected text. The Tealeaf Event Manager is pre-populated with values to match the selected text. See "TEM Events Tab" in the *IBM Tealeaf Event Manager Manual*.

Create New Hit Attribute from...
When text is selected, this context menu command is available for creating a hit attribute that uses the selected text as the pattern to match. The Tealeaf Event Manager is pre-populated with values to match this selection. See "TEM Hit Attributes Tab" in the *IBM Tealeaf Event Manager Manual*.

Copy Value
Copy the selected value to the clipboard.

Find on Page
Search the displayed page for a specific text string.

Search Completed Sessions for
Search completed sessions over the current date range for the variable that contains the value on which you right-clicked. See “Viewable Pages list” on page 38.

Subsearch for
Within the currently selected session, search for pages that contain the specified variable. See “Session search and Subsearch” on page 105.

Add/Edit ResponseMod Rule...
Add or edit a response modification rule. See “Replay rules” on page 58.

Add/Edit new Dyn ResponseMod Rule...
Add or edit a dynamic response modification rule, which can be used to match patterns in the response with regular expressions and to replace the matching string with a string and up to three parameterized values. See “Replay rules” on page 58.

Test Response Modify Rules...
Opens a dialog in which you can test the response modification rules that apply to the current page. See “Replay rules” on page 58.

Full Response
Displays the full response text. See “Response view” on page 86.

Indexed Response
Displays the list of words that are indexed from the response. See “Response view” on page 86.

Hexadecimal Display
Displays page contents in hexadecimal code. To revert the display, select this option again. See “Response view” on page 86.

View AMF Data
You can view the data in AMF responses. The AMF response is displayed in `Notepad.exe`.

- To create events from AMF data, the binary data must be decoded in the Windows pipeline. See "Inflate Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

Save As...
If needed, you can save the response data to your local computer.

- For regular text-based responses, save the file by using a `.txt` extension. The file can be opened in a text editor.
- For binary responses, you can apply the appropriate extension when you save the file. For example, image files can be saved as `.gif`, `.png`, or other appropriate extension.

Context menu for Replay view

The following items appear in the context menu for Replay view.

For more information about Replay View, see “Replay view” on page 30.

Menu Item
Description

View Document Source
View the source code for the currently selected document.

View Element Source
View the source code for the element on the page where you right-clicked.

View Element Properties
View the properties of the element you selected.

- `Tag` - HTML tag that defines the element.
- `Id` - The value of the specified `id=` attribute for the element.
- `Size` - The size of the element, in bytes, if applicable.
- `Dimensions` - The number of horizontal x vertical pixels that the element occupies on the screen, if applicable.
- `Name` - The value of the specified `name=` attribute for the element.
- `Url` - If a destination URL is specified for the element, it is listed here.
  - **Open URL** Open the specified URL.
  - **Copy URL** Copy the specified URL to the clipboard.

Add Annotation
See “Annotations in RTV” on page 181.

Create New Event from selection
Create an event that is triggered on the presence of the selected text. See "TEM Events Tab" in the *IBM Tealeaf Event Manager Manual*.

Create New Hit Attribute from selection
Create a hit attribute that tests for the presence of the selected text. See "TEM Hit Attributes Tab" in the *IBM Tealeaf Event Manager Manual*.

Copy Copy the selected value to the clipboard.

Find on Page
Search the displayed page for a specific text string.

Search Completed Sessions for
Search completed sessions over the current date range for the selected text. See “Viewable Pages list” on page 38.

Subsearch for
Within the currently selected session, search for pages that contain the selected text. See “Session search and Subsearch” on page 105.

Update Active Session
For active sessions, you can use this option to refresh the page list for any user actions that occur after you previously opened or refreshed the list.

Note: When you refresh an active session, the currently displayed page is not refreshed. When UI events are part of the currently displayed page, a refresh may cause replay to jump to the previous standard page and disrupt the replay.

Find login page for external files
For websites that store some static content in external systems, this option can be used to programmatically find the login page to the system where these files are kept. This option is useful if you wish to enter login credentials to the external area for replay purposes.

Examine Cookies
Displays the browser cookies relevant to the session.

Improving Replay performance

Replaying Tealeaf sessions requires the downloading and display of data that can be repetitive, changed, stored behind authentication, or no longer available. These and other factors such as network performance can affect replay performance.

This information provides some tips on how you can improve replay performance in the IBM Tealeaf CX RealiTea Viewer. In many cases, replay issues are caused by the length of time that is required to load external static content, such as JavaScript, style sheets, and images.

1. In RTV, set the following options:
   a. In the RTV menu, select **Tools** > **Options...**.
   b. Click the **Advanced** tab.
   c. Set the following values for these options:
      - `Javascript Auto Page Advance` - Set to `OFF`.
      - `Store Images during Replay` - Set to `ON`.
      - `Use Redirect for external images` - Set to `OFF`.

2. The initial page load can be slow while RTV retrieves static content and caches it on your local workstation. With changes in settings, subsequent page loads reference the local content, which accelerates performance.
   - See “Advanced Options tab” on page 207.
3. If the options do not improve performance sufficiently, you can create an external database (`.tli` file) for static content. This file is used when you replay each session, which speeds all page downloads, including the first one. To create the file:

   Note: Creating the external database results in a static set of content that does not change when there are changes to the source website. You must remember to update this database file, or static content that is displayed during replay can become outdated. To update the `.tli` file, remove the existing one from the configuration and create a new empty one.

   a. Set the options that are listed in step 1.
   b. In the RTV menu, select **Tools** > **Options...**.
   c. Click the **Static Files** tab.
   d. Select **Get images goes to static file database**.
   e. Click the **New** button. Enter a file name and location or accept the default one.
   f. Click **OK**.
   g. External files are now stored in this file during replay. As you replay more pages, fewer requests are required from the source server.

Replay view

In *replay view*, you can review each hit of the session in graphical format, called a*user impression* and replay the session from any point as the user experienced it.

- A user impression is what the visitor sees when all items composing a page finish rendering.

During replay, requests and responses that are captured by Tealeaf are reassembled by RTV and displayed in the sequential order in which the user experienced them. When you display the response, RTV can identify other content in the page that must be acquired. Typically, this referenced content is static and is not captured by Tealeaf.

Each item that is referenced in the response may or may not finish loading successfully. How these elements run on a visitor's browser and on the desktop of the user that runs RTV can vary based on the different systems that render the user impression. For example, if the visitor's computer was able to successfully fetch a Cascading Style Sheet (`.css`), and the RTV computer cannot fetch it, then the pages differ in rendering those styles that are defined in the `.css`.

- If the visitor's computer can fetch an image while the RTV computer cannot, then the page renderings differ. Security issues may play a role in reproducing the user impression.
- If the user must log in to a site before the site delivers binary files, then the user that runs RTV must be able to log in to the site, too.

Note: Replay of sessions across multiple browser tabs or multiple browser windows is not supported.

Fetching static content

Every text page that makes up a whole or (in the case of framed pages) partial user impression almost always makes more calls for other, external files.

These external files, called *static content* can be images, graphics, fonts, style sheets, javascript, and more. They are generally not captured by IBM Tealeaf cxImpact, as they would expand the data volume of the captured sessions with duplicate data.

The static content often defines most of the visual elements that are seen by the visitor.

- To re-create the user impression, RTV must have access to all files requested by the page.
- While most Tealeaf solutions reference the website from which to fetch these files, a Tealeaf system can be configured to fetch files from a database.
- If static content is unavailable, RTV renders the page to the best of its ability. Some pages are displayed with minor style differences when static content is not available, while others that depend on external script files can be blank.

Depending on the Tealeaf capture mode, availability of static files can vary:

BusinessIT capture with DataDrop: Most Tealeaf systems are configured to operate in the BusinessIT capture mode, coupled with DataDrop rules to eliminate successful static file Requests. Requests for static files that were successfully filled by the web server are not stored. Only Requests for static files associated with errors such as StatusCode 404 or StatusCode 500 are available.

BusinessIT capture without DataDrop: In the BusinessIT capture mode without DataDrop, every Request is stored. Since this configuration greatly increases the volume of stored data, it should be used only as a temporary debugging aid. For example, an RTV user can enable this capture mode to recreate a stored session for greater detail and then re-enable DataDrop.

- See "PCA Web Console - Pipeline Tab" in the *IBM Tealeaf Passive Capture Application Manual*.

You can review the source information of every file that is requested by a viewable page. For each selected page, you can see the external files that are requested by RTV as required for the successful replay of the page. See “Context menu” on page 177.

Timing the parts that comprise a user impression

In RTV Replay view, the web server generation time is displayed in the status bar in the lower right corner. This generation time reflects the time that it took the web server to generate the text page only and does not account for the time that is required to fetch each binary file. Most user impressions include the basic text page, all binary files, any JavaScript commands that affect how the page is rendered, and any specified child pages.

All of the following factors affect the duration that is required to make the complete user impression:

- The binary files are typically on your web application's hosting server, but the text page might ask for binary files from a third-party server.

- When a browser begins to receive an HTML page, it starts to evaluate the page contents, even before the page is fully downloaded from the web server. The browser can spin off threads to handle the binary file requests, which runs concurrently. To see the entire page, each of these binary file requests must finish or timeout.
- After each file is loaded, any OnLoad event on the page is run, the JavaScript associated with the OnLoad event is interpreted.
- Some sites establish Timer events on a page to fire some predefined time after OnLoad, starting additional JavaScript code.
- Fast computers handle the page rendering quicker than slow computers.

Since Tealeaf is capturing the browser-server interactions, these client-side actions are not recorded by Tealeaf. The UIEvents feature of Tealeaf hooks into theDocument Object Model of the page and can track these actions, which enable the reporting of this information and factoring it into the duration of a fully rendered page.

Viewable Pages list

The Viewable Pages list provides an overview of the pages that are requested from the web server. The Viewable Pages list has two major modes of operation which correspond to the display views.

- *Replay View:* In Replay view, the Viewable Pages list shows each user impression in the order the visitor experienced them.
- *Request View:* In the Request view, the Viewable Pages list shows each request that is stored by Tealeaf between the visitor's browser and the web server.

In addition to showing the list of pages, the Viewable Pages list adds information about each page. Next to each page, a colored square indicates an event or an error condition on the page.

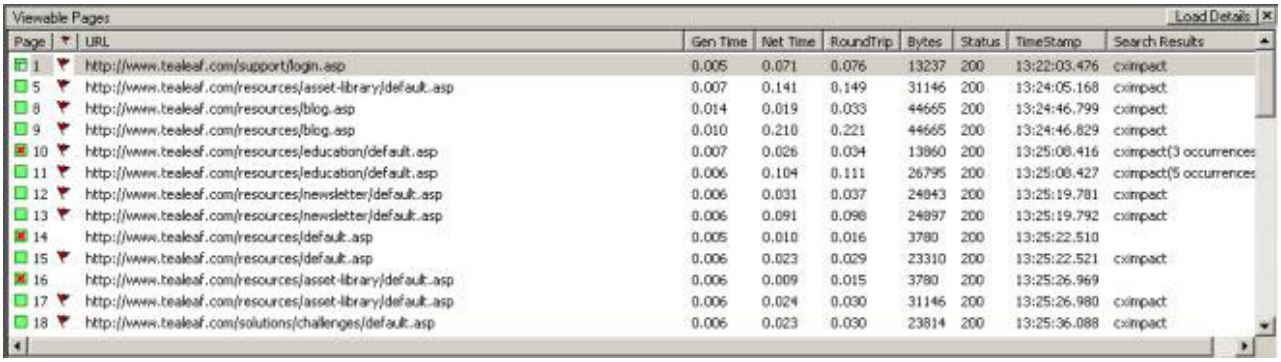
Viewable Pages
Load Details
Page | URL | Gen Time | Net Time | RoundTrip | Bytes | Status | TimeStamp | Search Results
1 http://www.tealeaf.com/support/login.asp 0.005 0.071 0.076 13237 200 13:22:03.476 cximpact
5 http://www.tealeaf.com/resources/asset-library/default.asp 0.007 0.141 0.149 31146 200 13:24:05.168 cximpact
8 http://www.tealeaf.com/resources/blog.asp 0.014 0.019 0.033 44665 200 13:24:46.799 cximpact
9 http://www.tealeaf.com/resources/blog.asp 0.010 0.210 0.221 44665 200 13:24:46.829 cximpact
10 http://www.tealeaf.com/resources/education/default.asp 0.007 0.026 0.034 13860 200 13:25:08.416 cximpact(3 occurrences
11 http://www.tealeaf.com/resources/education/default.asp 0.006 0.104 0.111 26795 200 13:25:08.427 cximpact(5 occurrences
12 http://www.tealeaf.com/resources/newsletter/default.asp 0.006 0.031 0.037 24843 200 13:25:19.781 cximpact
13 http://www.tealeaf.com/resources/newsletter/default.asp 0.006 0.091 0.098 24897 200 13:25:19.792 cximpact
14 http://www.tealeaf.com/resources/default.asp 0.005 0.010 0.016 3780 200 13:25:22.510
15 http://www.tealeaf.com/resources/default.asp 0.006 0.023 0.029 23310 200 13:25:22.521 cximpact
16 http://www.tealeaf.com/resources/asset-library/default.asp 0.006 0.009 0.015 3780 200 13:25:26.969
17 http://www.tealeaf.com/resources/asset-library/default.asp 0.006 0.024 0.030 31146 200 13:25:26.980 cximpact
18 http://www.tealeaf.com/solutions/challenges/default.asp 0.006 0.023 0.030 23814 200 13:25:36.088 cximpact

Figure 5. Example of viewable pages

For more information about the columns in the Viewable Pages list, see “Viewable Pages list” on page 38.

The figure below is a more complex example of a session in Replay View with gaps in the sequence numbering:

Figure 6. Example of session that is in replay mode

Viewing this page in Replay View indicates that the visitor selected a link that causes the browser to request a page with the URL `modifyaddress.aspx`. However, this URL did not exist on the website.

The figure below is an example of an error page. It shows what the visitor saw for page 10 in the previous figure:

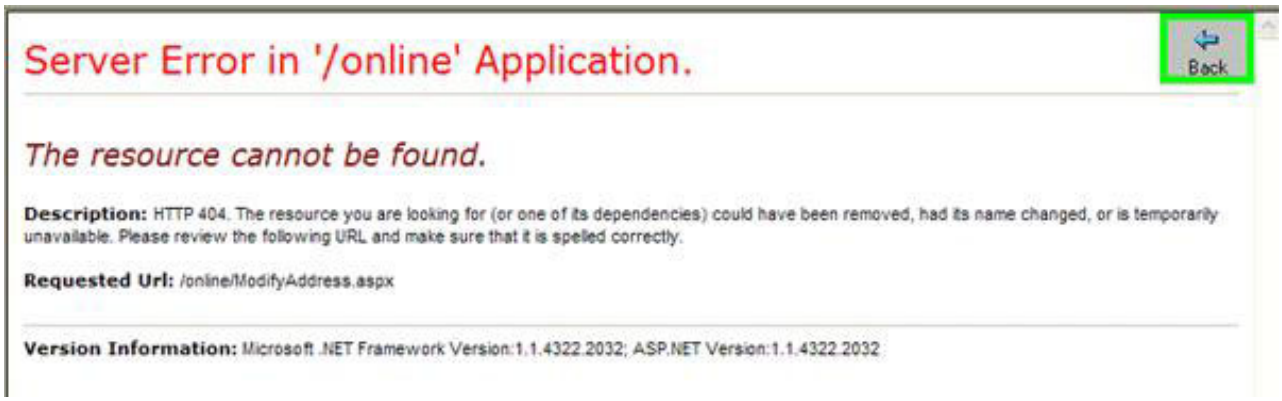
Server Error in '/online' Application.
Back
The resource cannot be found.
Description: HTTP 404. The resource you are looking for (or one of its dependencies) could have been removed, had its name changed, or is temporarily unavailable. Please review the following URL and make sure that it is spelled correctly.
Requested Url: /online/ModifyAddress.aspx
Version Information: Microsoft .NET Framework Version:1.1.4322.2032; ASP.NET Version:1.1.4322.2032

Figure 7. Example of error page

From this page, the visitor clicked the **Back** button on the browser, which caused the browser to display from its local cache the user impression of page 8 again. From this user impression, the user selected the link to modify personal information, which caused the browser to send the request for page 11. The web application successfully served up that page.

UI Events pages

In the Viewable Pages list, UI events are represented as individual subpages of the viewable page on which they occurred.

In the figure below, you can see how UI events are organized. Page 3 of the session contains three UI events (`3 UI-1`, `3 UI-2`, and `3 UI-3`), and Page 4 has a single listed UI event (`4 UI-1`).

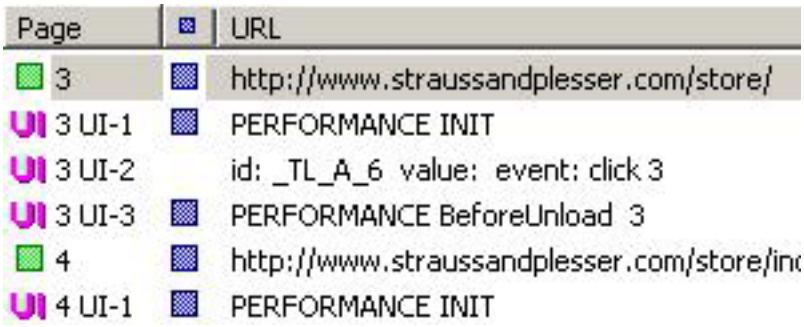

Figure 8. Viewable Pages List - UI Events

When a page contains UI events, details on the UI events are displayed. See "UI Events pane" on page 36.

Back button detection

When a visitor uses the **Back** button on the browser to step backwards through the session pages, these pages are retrieved from the browser's local cache, and the browser does not send any requests to the web server for this information.

Because IBM Tealeaf cxImpact captures interactions between a browser and a web server, a visitor's use of the **Back** button is not captured. However, Tealeaf can track the event by monitoring the page referrer (`HTTP_REFERER`) field in the subsequent request to identify clicks of the Back button. If the value of the `HTTP_REFERER` field references an earlier page in the User Impression stack, RTV indicates that the Back button was pressed.

In Replay View, the Viewable Pages list shows a green box that contains a left-facing arrow, and in the main window the word `back` is placed in the upper-right corner of the Content pane.

In the Viewable Pages list, a dummy page representing **Back** button sequencing is inserted. For example, the pattern `10*(8)` indicates that page 8 was seen after page 10, and the user impression was the same as page 8. The number in parentheses is the nearest previous page number whose URL matches the value of the `HTTP_REFERER`.

Note: In Request and Response views, **Back** button sequencing is not displayed.

Because **Back** button detection is an interpolation of known hits, it may not be accurate and may not work on all sites. Depending on your site's architecture, you may want to disable Back Button Detection through the Replay options.

Note: By default, **Back** Button detection is disabled, as recent changes in browser architecture limit its effectiveness. See "Replay tab" on page 187.

Events pane

If any Tealeaf events were triggered on the currently displayed page, they are listed in the Events pane.

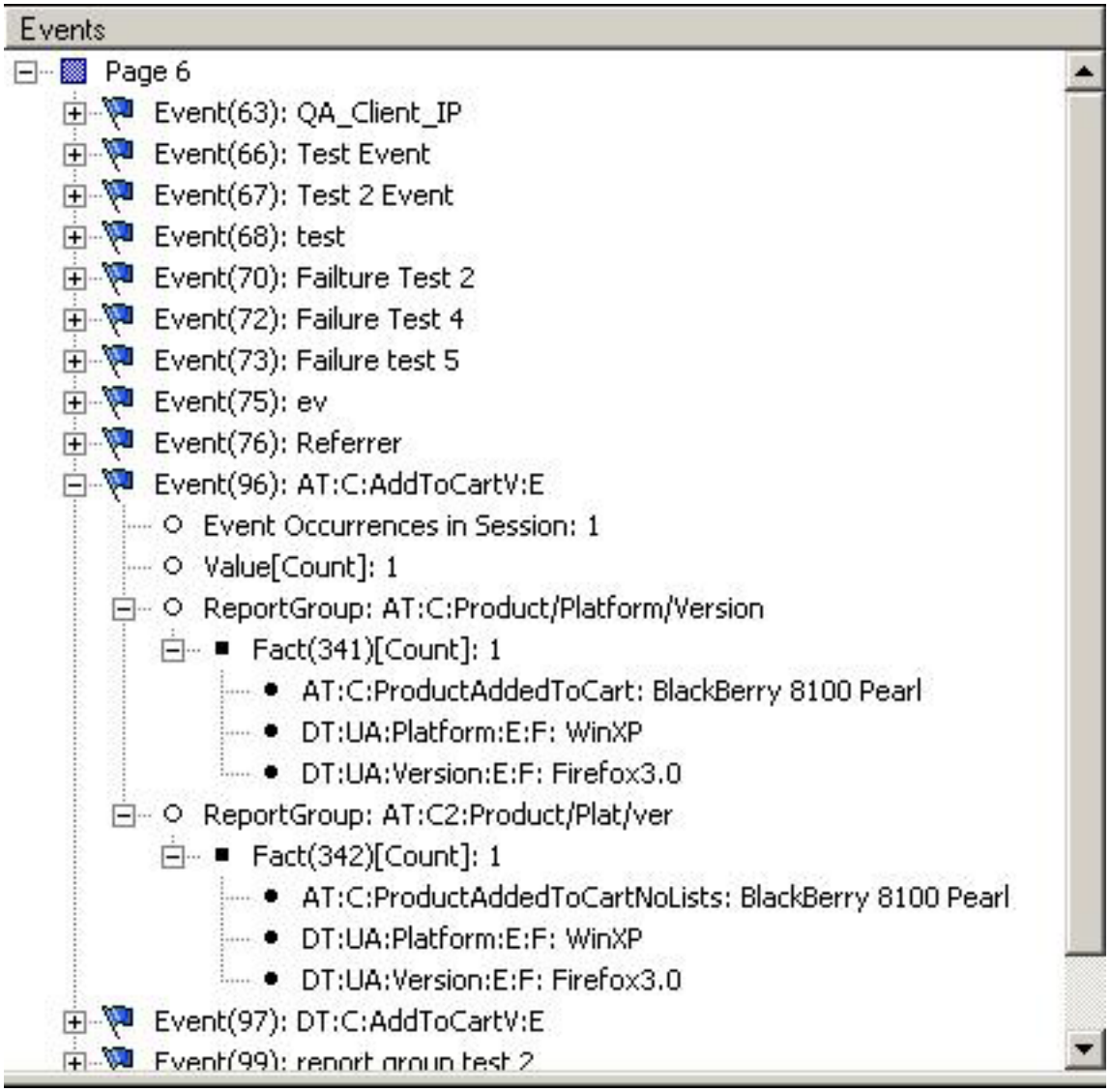

Figure 9. RTV Events Pane

Through the Events pane, you can browse the tree of events that were triggered on the selected page. Events are listed in the order of the internal event ID, which is listed in parentheses.

- For more information about events, see "TEM Events Tab" in the *IBM Tealeaf Event Manager Manual*.
- For more information about all of the data objects that are listed in the Events pane, see "Tealeaf Data Model" in the *IBM Tealeaf Reporting Guide*.

For each event that is fired, the following information is included. In the left column below, example data is listed from the image.

Example

Description

Event(96):AT:C:AddToCartV:E

The parent node for the event.

- `Event(EventID):EventName`

Event Occurrences in Session:1
Number of occurrences of the event in the session.

Value[Count]:1
The recorded value includes `[Value Type]`.

Report Group:AT:C:Product/Platform/Version
One of the report groups that are associated with the event. Values that are captured at the time of event execution are reported for each of the dimensions in the report group.

Fact(341)[Count]:1
An event, its value, and each report group that is associated with the event constitutes a data entity that is called a *fact*. This internal data structure cannot be directly manipulated by Tealeaf users.

- `Fact(FactID):[ValueType]:Count`

AT:C:ProductAddedToCart: Blackberry 8100 Pearl
A dimension and its recorded value.

- A *dimension* is a data structure for recording metadata that exists on the page or in the session at the time when an event is recorded.
- In this case, when Event 96 fired, the dimension `AT:C:ProductAddedToCart`, which stores the most recent product added to the shopping cart, contains the value `Blackberry 8100 Pearl`.
- Dimensions enable the segmentation and filtering of reports that are based on user-configured attributes. See "TEM Dimensions Tab" in the *IBM Tealeaf Event Manager Manual*.

Display order for events

In the Events pane, RTV displays all events from all pages from the current page to the next displayable page, as indicated in the Viewable Pages List. So, events from interstitial pages that cannot be displayed are also visible in RTV.

For example, suppose that you have the following sequence of pages and events:

Table 2. Display Order for Events

Page	Status Code	Page Behavior	Events
2	Status Code 200	normal page	Event A, Event B
3	Status Code 302	redirect to page 4 (not viewable)	Event C, Event D
4	Status Code 200	normal page	Event E, Event F
5	Status Code 200	normal page	Event G

- When you view Page 2, Events A, B, C, and D are listed in the Events pane.
- When you view Page 4, Events E and F are listed in the Events pane.

UI Events pane

If the currently selected page contains user interface events that are detected by Tealeaf UI Capture, they are listed in the UI Events pane.

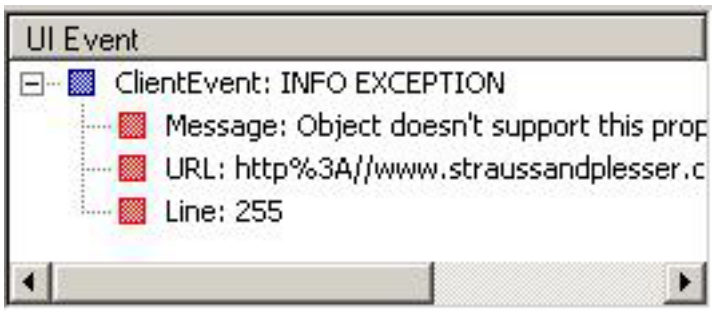

Figure 10. RTV UI Events Pane

- UI event detection requires the installation and configuration of IBM Tealeaf CX UI Capture for AJAX. See "UI Capture for Ajax Guide" in the *IBM Tealeaf UI Capture for Ajax Guide*.

  Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.
- To create a Tealeaf event that is based on the detected UI event, right-click and select **Create Event for UI Data**. The Tealeaf Event Manager is opened and pre-populated with the data to configure the event. See "TEM Events Tab" in the *IBM Tealeaf Event Manager Manual*.

Replay of mobile sessions

RTV supports the replay of visitor sessions that are experienced through mobile devices. Depending on the device, more information can be displayed in RTV.

Note: The IBM Tealeaf CX Mobile module is a separately licensed module of the IBM Tealeaf CX platform. please contact your IBM Tealeaf representative.

- For more information about enabling, see "Overview of CX Mobile" in the *IBM Tealeaf CX Mobile User Manual*.
- For more information about data acquired from mobile devices, see "Overview of CX Mobile" in the *IBM Tealeaf CX Mobile User Manual*.

Note: If IBM Tealeaf CX Mobile is not licensed, there are limitations that are applied to replay of sessions in BBR.
See "Search and Replay for Mobile Web" in the *IBM Tealeaf CX Mobile User Manual*.
See "Search and Replay for Mobile App" in the *IBM Tealeaf CX Mobile User Manual*.

Note: If you have licensed and deployed UI Capture, some user interface events that are captured from the mobile browser can be replayed through RTV. See "Overview of CX Mobile" in the *IBM Tealeaf CX Mobile User Manual*.

See "Search and Replay for Mobile Web" in the *IBM Tealeaf CX Mobile User Manual*.

Viewable Pages list

On the left side of the RTV application window, the Viewable Pages list shows all pages in the opened session that can be displayed in RTV.

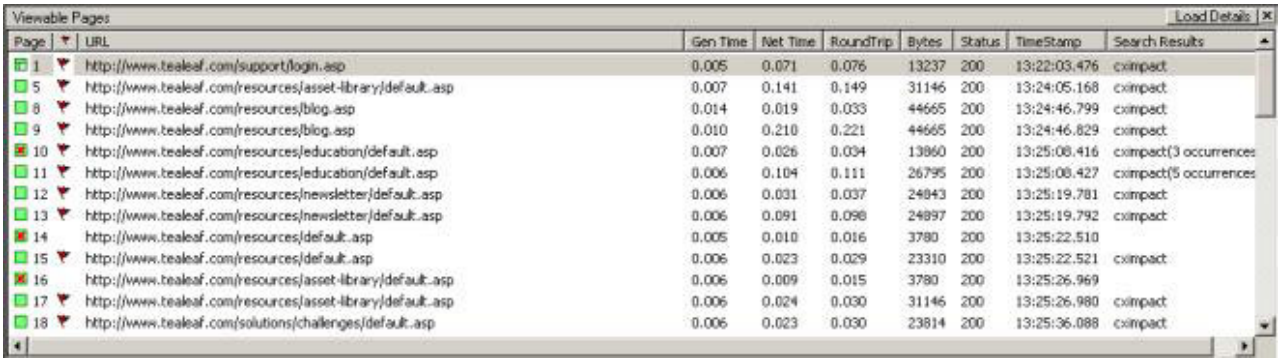
Viewable Pages
Load Details
Page
URL
Gen Time
Net Time
RoundTrip
Bytes
Status
TimeStamp
Search Results
1 http://www.tealeaf.com/support/login.asp 0.005 0.071 0.076 13237 200 13:22:03.476 cximpact
5 http://www.tealeaf.com/resources/asset-library/default.asp 0.007 0.141 0.149 31146 200 13:24:05.168 cximpact
8 http://www.tealeaf.com/resources/blog.asp 0.014 0.019 0.033 44665 200 13:24:46.799 cximpact
9 http://www.tealeaf.com/resources/blog.asp 0.010 0.210 0.221 44665 200 13:24:46.829 cximpact
10 http://www.tealeaf.com/resources/education/default.asp 0.007 0.026 0.034 13860 200 13:25:08.416 cximpact(3 occurrences
11 http://www.tealeaf.com/resources/education/default.asp 0.006 0.104 0.111 26795 200 13:25:08.427 cximpact(5 occurrences
12 http://www.tealeaf.com/resources/newsletter/default.asp 0.006 0.031 0.037 24843 200 13:25:19.781 cximpact
13 http://www.tealeaf.com/resources/newsletter/default.asp 0.006 0.091 0.098 24897 200 13:25:19.792 cximpact
14 http://www.tealeaf.com/resources/default.asp 0.005 0.010 0.016 3780 200 13:25:22.510
15 http://www.tealeaf.com/resources/default.asp 0.006 0.023 0.029 23310 200 13:25:22.521 cximpact
16 http://www.tealeaf.com/resources/asset-library/default.asp 0.006 0.009 0.015 3780 200 13:25:26.969
17 http://www.tealeaf.com/resources/asset-library/default.asp 0.006 0.024 0.030 31146 200 13:25:26.980 cximpact
18 http://www.tealeaf.com/solutions/challenges/default.asp 0.006 0.023 0.030 23814 200 13:25:36.088 cximpact

Figure 11. Example of viewable pages

- To toggle display of the Viewable Pages List, select **View** > **Show Viewable Pages List**.
- In the list, you can scroll up and down the pages list by using the arrow keys. To display the page that is currently highlighted in the Viewable Pages List, press SPACEBAR.

Columns in Viewable Pages list

The following columns are displayed by default in the Viewable Pages list.

Column
Description

Indicator icon
See "Icons in Viewable Pages list" on page 39.

Page Sequence number of the hit.

Note: Gaps in the sequence of numbers can indicate the presence of UI event pages, which may not be displayed in Replay view.

Red flag icon
When you load the session as the result of completing a search, any hits that contain matching search conditions are indicated with a red flag icon ( ).

URL URL for the hit

Gen Time
Generation time for the page in milliseconds as reported by the Web Server

Net Time
Network transfer time for the page in milliseconds as reported by the Web Server

RoundTrip
Round-trip time for the page in milliseconds as reported by the Web Server

Bytes Bytes in the response

Status HTTP status code for the page.

TimeStamp
Timestamp of the hit.

Search Results
For pages where search results were indicated, this column indicates the matched search terms and the number of occurrences.

Icons in Viewable Pages list

The icons in the first column of the Viewable Pages list indicate the status of the page.

- You can move the mouse over an icon to see its tool tip.

Icon	Description
	Green squares indicate that a text page is properly delivered. • Green squares contain more icons to indicate redirect pages, framed pages, or canceled pages.
	Red squares represent an error condition.
	UI icon indicates that the hit is an event that is captured from the visitor's user interface by using UI Capture. • Tealeaf IBM Tealeaf CX UI Capture for AJAX requires separate installation, configuration, and deployment. See "UI Capture for Ajax Guide" in the *IBM Tealeaf UI Capture for Ajax Guide*. **Note:** IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

In the second column, a blue square ( ) indicates that the page is an entire user impression.

Context menus

When the Viewable Pages List is displayed, the following context menus can be accessed depending on the type of page that is selected in the list.

- For regular pages and pages with frames
- For UI Events

Note: When Auto Replay is in use, the context menu in the Viewable Pages List is not available.

For regular pages and pages with frames

The following is a list of context menus for regular pages and pages with frames.

Menu Command
Description

Nav View Configuration...
Configure the navigation view in RTV. See “Nav View Configuration” on page 40.

Remove this page from replay...
Opens a dialog pre-populated with the page information so that it can be removed from replay. See “Replay rules” on page 58.

Place this page in a frame...
On sites that use window frames, you can use this option to place a page in the viewable pages list into a named frame in the main window.

Treat this page as highlight only...
Opens a dialog in which you can specify to perform as a highlighting only page. When marked in this manner, data in Highlight Only pages is not used as a displayable HTML page. Instead, RTV leaves the previous page that is displayed, and the form fields from theHighlight Only page are used to populate fields with data. See "Monitoring client UI Events through RTV" on page 149.

Treat this page as a Popup Page...
Opens a dialog in which you can specify to treat the page as a popup page. After a page is identified as a pop-up, RTV ignores it when it searches the preceding page list for field names corresponding to data entered by the visitor. See "Replay rules" on page 58.

Copy URL to clipboard
Copy the URL for this page to the clipboard. You can paste the URL as text by using `CTRL+V` into any other supporting application.

Open URL in browser
Opens the URL for this page in the default browser for your local system.

Nav View Configuration

You can configure aspects of the display in the navigation list by using the Nav View Configuration options.

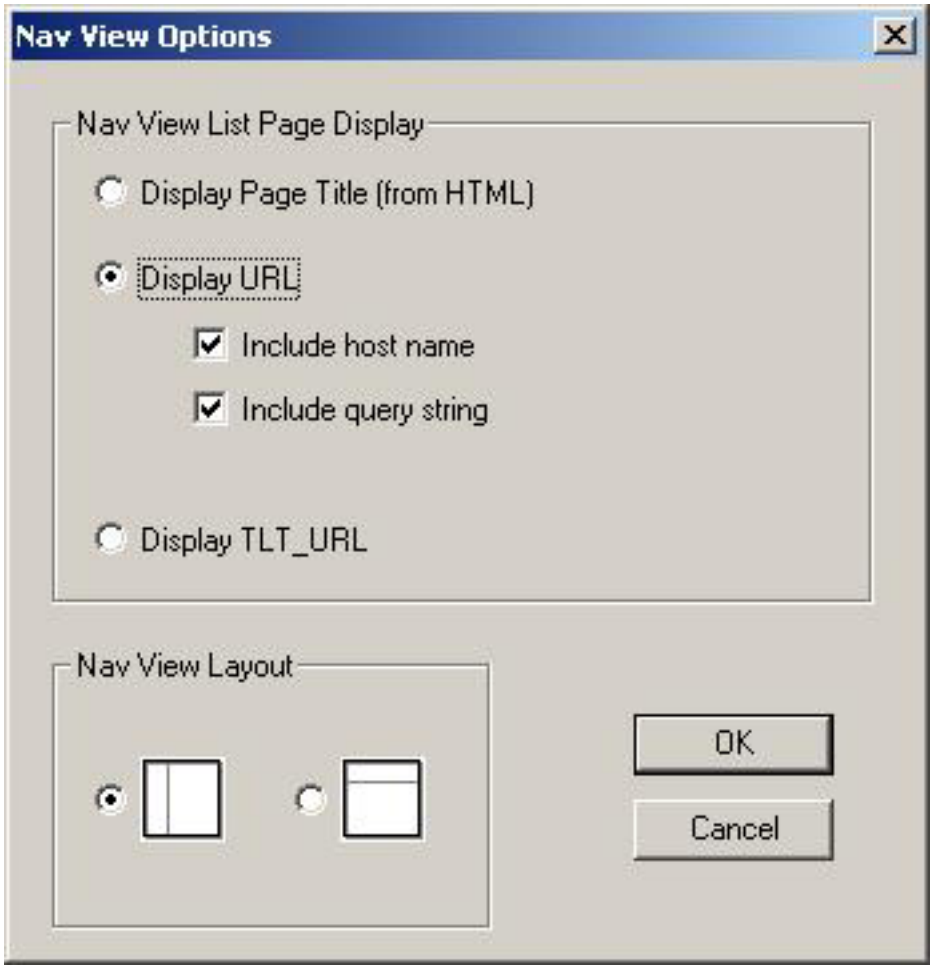

Figure 12. Nav View Options

Option Description

`Display Page Title`
You can choose to display the HTML page title in the navigation list for each page.

`Display URL`
By default, the navigation list display the URL for the selected page. Options:

- `Include host name` - Include the host name in the URL. If all URLs come from the same host, you can disable this option.
- `Include query string` - If URLs include query parameters, you can choose to include them. If this option is cleared, all text that starts from `?` to the end of the URL is omitted from the display.

`Display TLT_URL`
Optionally, you can choose to display the value of `TLT_URL` in the navigation list. This value is generated after you apply any reference values for the URL, which can normalize multiple related URLs to a single consistent value.

`Nav View Layout`
You can choose to display the navigation list to the left of the main window or above it.

For UI Events

The following is a list of menu commands for UI Events.

Menu Command
Description

Nav View Configuration...
Configure the navigation view in RTV. See “Nav View Configuration” on page 40.

Create Event for
Create an event to identify the UI element. When selected, the Events tab of the Tealeaf Event Manager is pre-populated with values to identify the selected element. See "TEM Events Tab" in the *IBM Tealeaf Event Manager Manual*.

Search Completed Sessions for
Search completed sessions for the selected UI element. See “Searching completed sessions for UI elements.”

Highlight element
Highlight the selected UI element in the main window. This highlighting is not permanent and cannot be saved; it is intended to help finding elements on the page.

Add/Modify Custom UI Event Highlighting
Add or modify custom highlighting rules for the UI event. See “Add or modify custom UI event highlighting” on page 43.

Ignore element
Configure a replay rule to ignore the element during replay. See “Ignore UI elements during replay” on page 45.

Disable global BreakOutKeystrokes
Disable the global keystroke breakout feature in RTV. When this feature is disabled, you can add rules to manage keystroke breakouts for individual elements. See “Managing keystroke breakouts” on page 46.

- Global breakout of keystrokes can be enabled again through the Options window. See “Advanced Options tab” on page 207.

Add/Delete BreakOutKeystrokes rule for this element
Enable or disable the global keystroke breakout feature in RTV. See “Managing keystroke breakouts” on page 46.

Searching completed sessions for UI elements

When you choose to search completed sessions for selected UI event, the following dialog is displayed, pre-populated with the search terms.

When you search for selected text in the Request view, any punctuation characters that are displayed in the selected text are stripped before they are populated in the search dialog, so that they do not adversely affect the search by being interpreted as special search characters by the search engine.

For example, if the request name-value pair is `HTTP_REFERER=http://host:8080/GetValue.asp?param1=one&param2=two`, the search is populated as `HTTP_REFERER contains "http host 8080 GetValue asp param1 one param2 two"`.

- Before you submit the search, you can modify the stripped text as needed. For more information about search syntax, see “Search syntax” on page 127.

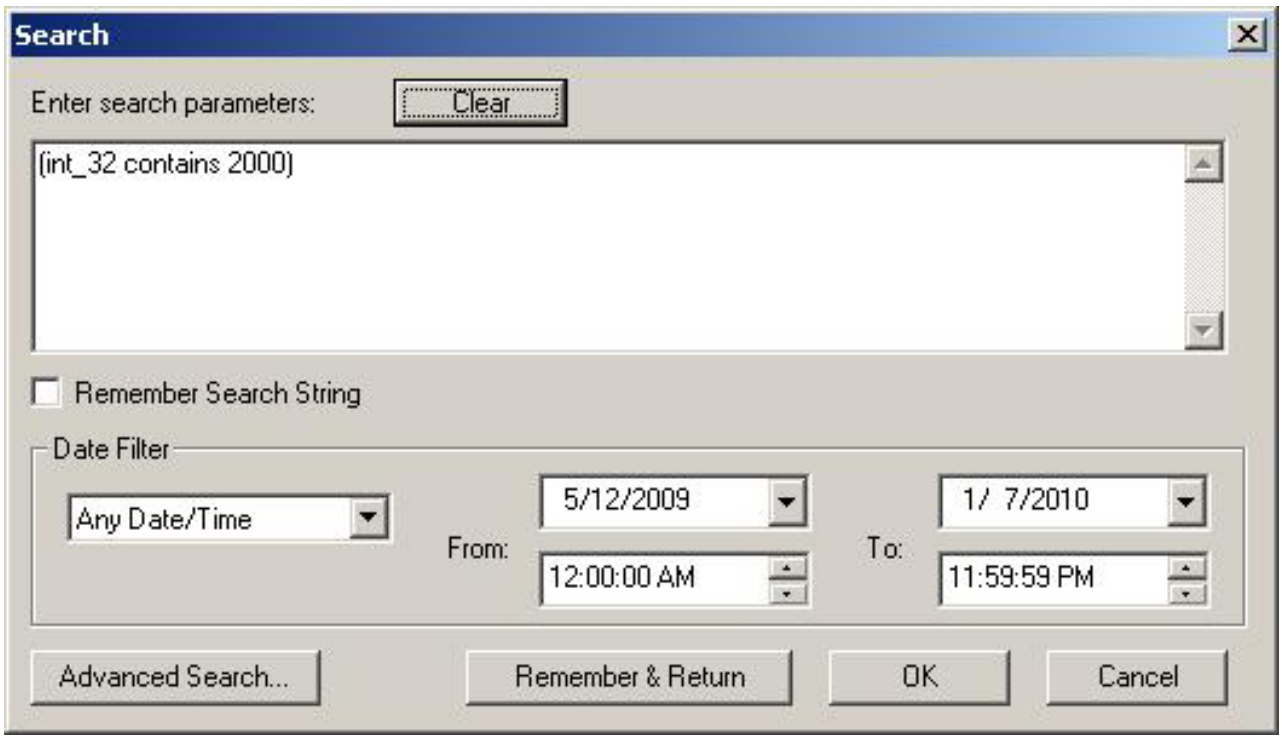

Figure 13. Search for UI Events in Completed Sessions

You can edit the search terms as needed.

- To save the search terms for later use, select the Remember Search String check box.
- For fastest results, you must narrow the search as much as possible. You can specify explicit date and time ranges or select a predefined range from the drop-down.
- To further specify the search terms or to use other search features, click **Advanced Search...**. See "Session search and Subsearch" on page 105.
- If needed, you can use the currently specified search terms as part of a more sophisticated query that involves other terms. You can instruct RTV to remember the current search query into this search window and then return to the Viewable Pages List to select other items on which to search. To remember this search for continuing use, click **Remember & Return**.
- To clear the search terms, click **Clear**.
- To run the specified search, click **OK**.

Add or modify custom UI event highlighting

For the selected UI event, you can add or modify custom highlighting rules. These rules can be used when the element that is being highlighted needs special handling, such as calling a javascript function for some custom control. They can also be used for debugging or alerting purposes when specific user actions or values are displayed in a session.

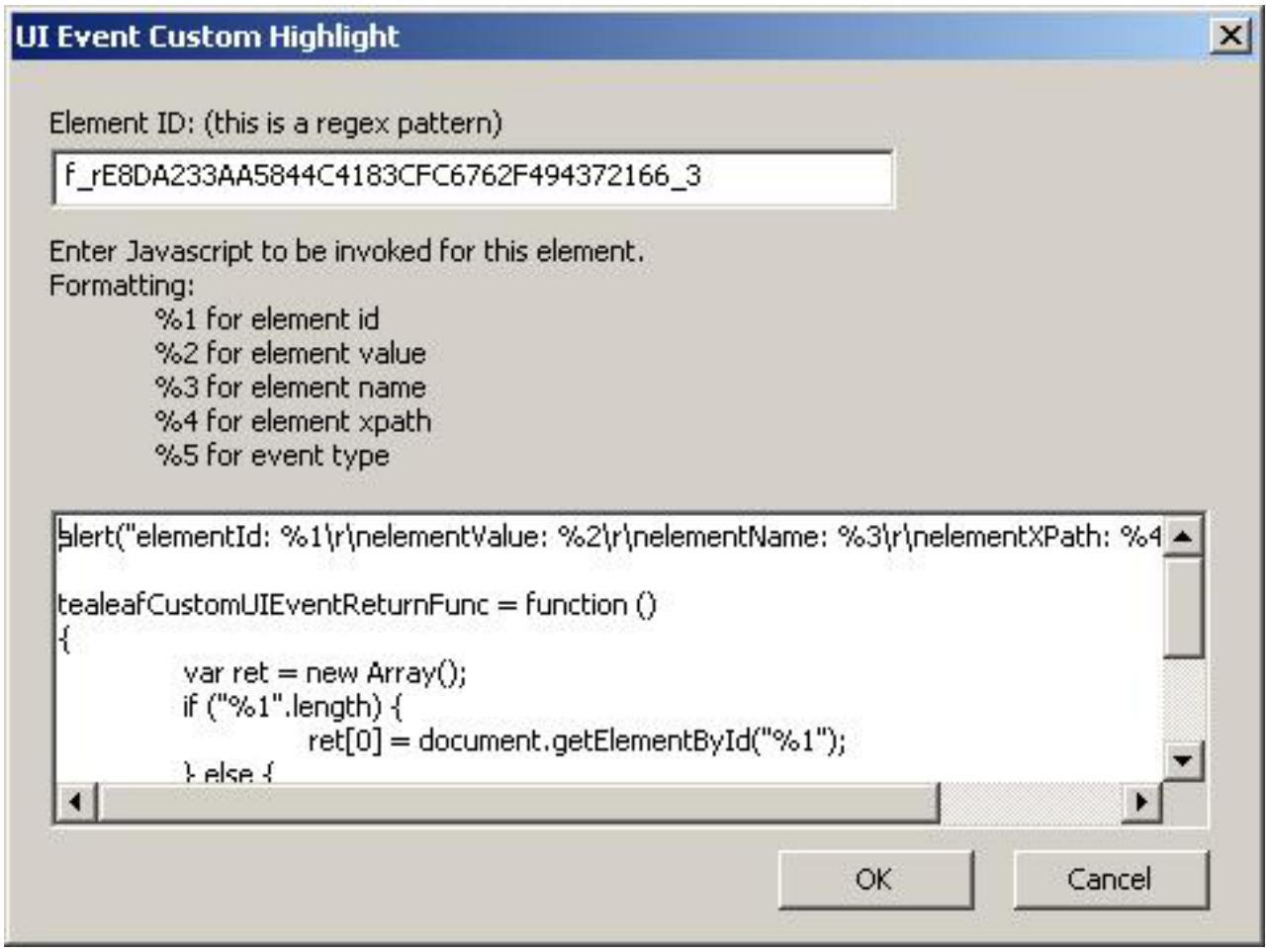

Figure 14. UI Event custom highlighting

In the dialog, the element identifier is pre-populated with the regular expression pattern to identify the selected event through element ID or XPath.

When the UI event is detected, RTV evaluates the JavaScript. The following is the default JavaScript:

```
alert("elementId: %1\r\nelementValue: %2\r\nelementName:
%3\r\nelementXPath: %4\r\neventType: %5");

tealeafCustomUIEventReturnFunc = function ()
{
    var ret = new Array();
    if ("%1".length) {
        ret[0] = document.getElementById("%1");
    } else {
        ret[0] = TeaLeaf_Client_tlGetNodeFromXPath("%4");
    }
    ret[1] = "normal"; // RTV action: none, normal, or highlight-only
    //ret[2] = "%2"; // new value, optional
    return ret;
}
```

When RTV evaluates the JavaScript, no setting of values, highlighting or clicking is done. The JavaScript defines the appropriate values on which to act.

In the default JavaScript, the function `tealeafCustomUIEventReturnFunc` is called by RTV. This function returns an array that contains 2 or 3 items:

Array item
Description

`ret[0]`
Identifies the object to highlight.
- If this array element is set to `0`, then RTV uses its normal method of finding the element to use (id or xpath).

`ret[1]`
The action for RTV to take. Accepted values:
- `none` - RTV does nothing. Custom JavaScript completes all required actions.
- `normal` - RTV does its normal highlighting and element processing.
- `highlight-only` - RTV highlights the element and does not complete clicks or set values.

`ret[2]`
(Optional) If present, this variable contains the value to be set for the element, which is applied only if the second array value is set to {{normal}.

The default JavaScript can be customized to complete any function that is needed to highlight and replay the document element.

You can reference the following parameters in the JavaScript you define:

Parameter	Description
`%1`	Internal element identifier
`%2`	value of the UI element
`%3`	Name of the UI element
`%4`	XPath value of the UI element
`%5`	UI event type • This option enables custom highlighting based on user interface events.

Ignore UI elements during replay

You can choose to ignore selected UI elements during session replay. When this option is selected, the following dialog is pre-populated with the regular expression pattern to identify the UI element.

- To ignore the specified UI element during replay, click **OK**.

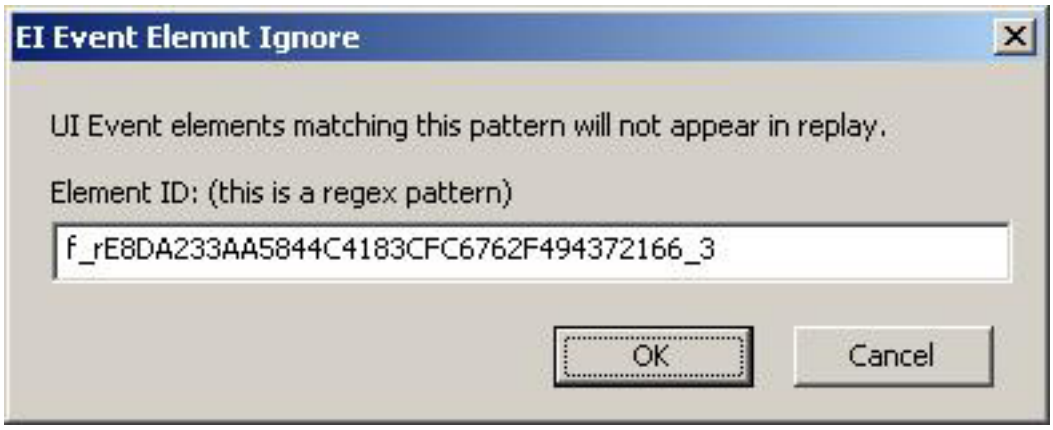
EI Event Elemnt Ignore
UI Event elements matching this pattern will not appear in replay.
Element ID: (this is a regex pattern)
f_rE8DA233AA5844C4183CFC6762F494372166_3
OK
Cancel

Figure 15. Ignoring UI elements

Managing keystroke breakouts

UI Capture supports the capture of Intellisense keystrokes as UI events. Keystrokes applied with UI elements, such as textboxes and form fields, are bundled together into a single UI event for capture.

To support proper replay of the visitor experience, RTV can be configured to break out these aggregated keystroke events into individual UI events for each keystroke. When keystrokes are broken out in RTV, you can see the characters that are displayed in the order that the visitor entered them.

Note: Applying keystroke breakout in RTV does not change the session data. Keystroke breakout settings and rules must be applied by each Tealeaf user through the RTV application.

Global configuration:

Through RTV, you can enable or disable this functionality at the global level. When this option is applied, the Viewable Pages list is populated with `KeyUp` UI events for each keystroke.

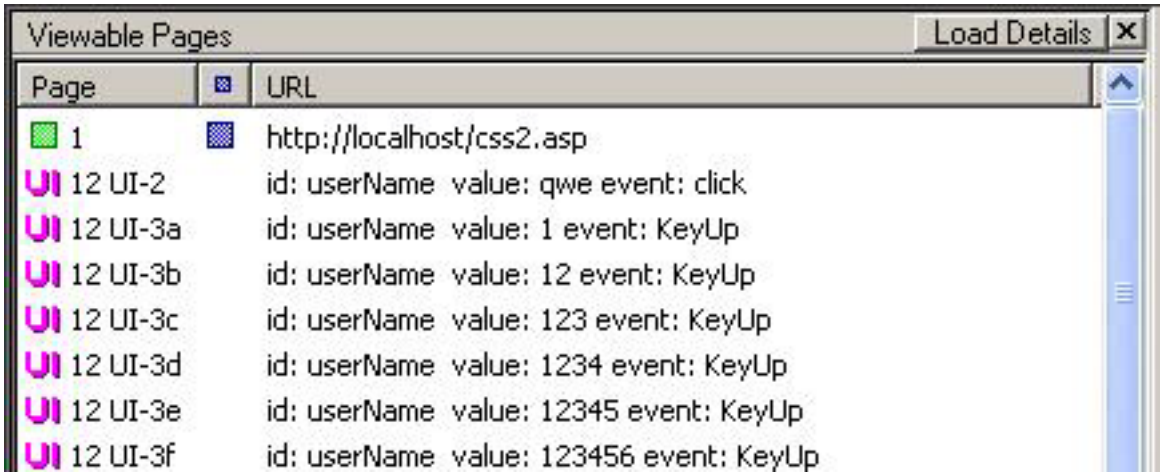

Figure 16. Viewable Pages List - KeyUp events

Note: To apply keystroke breakouts to individual screen elements, instead of globally, you must disable global keystroke breakouts. In the Navigable Pages List, right-click a `KeyUp` UI event page and select `Disable global BreakOutKeystrokes`. The global setting is disabled, and more context menu items are available for configuring individual items. See "Configuration for individual elements."

You can toggle or re-enable global keystroke breakouts in the Advanced Options tabs of RTV. See "Advanced Options tab" on page 207.

Configuration for individual elements:

In a typical web application, Intellisense keystroke support is enabled for a limited set of fields, such as search fields or address fields. Instead of applying keystroke breakouts at the global level, you can apply it to individual elements on the screen.

To apply keystroke breakout to an individual screen element, complete the following steps.

1. Disable the global keystroke breakout setting. See "Global configuration" on page 46.
2. To enable keystroke breakout on an individual element, right-click a `KeyUp` UI event in the Navigable Pages List that applies to the element and select `Add BreakOutKeystrokes rule for this element`.
3. The replay rule to break out the keystrokes into individual UI events is created and applied to the individual element whenever it is replayed.
   - To remove the replay rule, right-click the element again and select `Delete BreakOutKeystrokes rule for this element`.

     Note: After you create these replay rules, if you re-enable global keystroke breakouts, the rules remain in your profile. They are not deleted. You can anually remove the rules as a cleanup task.

StatusCode information

On the left side of the Viewable Pages List is a series of icons for each page. These icons identify information, including the StatusCode, about each page.

For definitions of status codes in the W3C standard, visit `http://www.w3.org/Protocols/rfc2616/rfc2616-sec10.html`.

3xx Redirect pages

The W3C standards define a number of redirect StatusCodes, the 300 series. This class of status code indicates that further action must be taken by the user agent to fulfill the request.

Many StatusCodes specify a new location for the URI. This new location is part of the response and is called the *location field*.

Figure 17. This is the icon that is shown for a redirect page

Descriptions for 3xx errors follow:

Status Code
Description

`301 Moved Permanently`
The requested resource is signed a new permanent URI. Any future references to this resource must use returned URIs. The new permanent URI must be provided in the Location field in the response.

`302 Found`
The requested resource resides temporarily under a different URI. Since the redirection might be altered on occasion, the client must continue to use the Request-URI for future requests.

`303 See Other`
The response to the request can be found under a different URI and must be retrieved by using a GET method on that resource.

`304 Not Modified`
If the client completes a conditional GET request and access is allowed yet the document is not been modified, the server must respond with this status code. The 304 response must not contain a message-body. It is always terminated by the first empty line after the header fields. The 304 Status Code has its own special icon as shown in the figure below.

Figure 18. Example of status code with special icon

`305 Use Proxy`
The requested resource must be accessed through the proxy that is given by the Location field. The Location field gives the URI of the proxy.

4xx errors

The 4xx class of StatusCode is intended for cases in which the client seems to have erred. The server must include an explanation of the error situation and indication of whether it is a temporary or permanent condition. These status codes are applicable to any request method.

The figure displays the Bad request icon. This icon is used for a 4xx class of errors. In addition to these codes, the W3C standard defines a number of other 4xx codes which are not common.

Figure 19. Bad request icon - this displays in 4xx class errors

Descriptions for 4xx errors follow:

Status Code
Description

400 Bad Request
The request could not be understood by the server because of malformed syntax.

401 Unauthorized
The request requires user authentication. The response must include a **WWW-Authenticate** header field that contains a challenge applicable to the requested resource. The client can repeat the request with a suitable **Authorization header** field. If the request already included Authorization credentials, then the 401 response indicates that authorization is refused for those credentials.

403 Forbidden
The server understood the request but is refusing to fulfill it.

404 Not Found
The server has not found anything that matches the Request-URI. No indication is given of whether the condition is temporary or permanent. This status code is commonly used when the server does not want to reveal exactly why the request is refused, or when no other response is applicable.

405 Method Not Allowed
The method that is specified in the Request-Line is not allowed for the resource that is identified by the Request-URI.

- The response must include an Allow header that contains a list of valid methods for the requested resource.

406 Not Acceptable
The resource that is identified by the request is only capable of generating response entities which have content characteristics not acceptable according to the accept headers that are sent in the request.

407 Proxy Authentication Required
This code is similar to 401 (Unauthorized), but it indicates that the client must first authenticate itself with the proxy. The proxy must return a **Proxy-Authenticate** header field that contains a challenge applicable to the proxy for the requested resource. The client can repeat the request with a suitable **Proxy-Authenticate** header field.

408 Request Timeout
The client did not produce a request within the time that the server was prepared to wait. The client can repeat the request without modifications at any later time.

410 Gone
The requested resource is no longer available at the server and no forwarding address is known. This condition is expected to be considered permanent.

5xx errors

Response StatusCodes that begin with the digit 5 indicate cases in which the server is aware that it has erred or is incapable of completing the request. These response codes are applicable to any request method. The same icon that is displayed in the above figure is used for 5xx errors.

Descriptions for 5xx errors follow:

Status Code
Description

500 Internal Server Error
The server encountered an unexpected condition that prevented it from fulfilling the request.

501 Not Implemented
The server does not support the functionality that is required to fulfill the request.

502 Bad Gateway
While it acts as a gateway or proxy, the server received an invalid response from the upstream server it accessed while it attempts to fulfill the request.

503 Service Unavailable
The server is unable to handle the request because of temporary overloading or maintenance of the server. This error implies that the temporary condition will be alleviated after some delay. The existence of the 503 status code does not imply that a server must use it when it becomes overloaded. Some servers can refuse the connection.

504 Gateway Timeout
While it acts as a gateway or proxy, the server did not receive a timely response from the upstream server specified by the URI.

505 HTTP Version Not Supported
The server does not support or refuses to support the HTTP protocol version that was used in the request message.

Flag icon

When you run a search, the session segment can contain sessions with hundreds of pages, which can complicate finding the pages on which your search terms matched. In the Viewable Pages List, RTV marks the pages where the search terms matched with the flag icon as shown in the figure below.

Figure 20. RTV marks the pages where the search terms matched with the flag icon

Figure 21. Example of the viewable pages list with the flag icon displayed

In the above figure, the search was for the field `amount` containing any value. The flag is displayed on pages 14 and 16, indicating that the search matched on these two pages.

Canceled pages

There are two types of canceled pages: client canceled and server canceled.

The Bad Request Icon in the figure below shows the icon for a canceled page. This icon is often referred to as the Red X page icon.

Figure 22. Icon displays for canceled pages

Client canceled pages

Client canceled are the most common. Canceled pages represent a problem with the delivery of the page to the visitor or a problem with delivering the page to the Tealeaf Capture server.

There are a number of reasons why the IBM Tealeaf cxImpact system can report pages as been canceled by the client (browser).

- The visitor clicks the **Stop** button on the browser while the server is still trying to deliver a page.
- The visitor clicks a link or button on the page, requesting a new page, while the server is still delivering a page.
- The visitor double-clicks a link or button.
- The network connection between the browser and the server is broken while the server is still delivering a page.
- At the TCP/IP level, any piece of network equipment delivers a reset packet, while the server is still delivering a page.
- If the server reports the content-length of a response greater than the actual length of the response page, IBM Tealeaf cxImpact indicates that the page was canceled.
- If the network equipment that connects the IBM Tealeaf cxImpact Capture server to the network fails to duplicate all the packets that are destined for the Capture server, pages of the user session are displayed as client canceled.

Server canceled pages

Server request cancellation is detected as the following.

- The number of bytes in the response was less than the value in the response's Content-Length header.

- If a response lacks a Content-Length header altogether, that hit is marked as `request canceled = server` as well.
- The server did not follow the TCP protocol correctly, for example, did not send a TCP connection RESET packet when it was closing the connection.

StatusCodes for canceled pages

The status code for a canceled page depends on how much of the response was returned.

- If none of the response was captured, the status code is set to `0`.
- If some part of the response was captured, the status code is likely present, as it is included as the first line in the header of the response. It is possible to receive a Status Code 200 (ok) response even when the response is partially completed because of a canceled page.

Page Load Timeout dialog

The figure shows an example of the Page Load Timeout dialog. This dialog sometimes is displayed during replay of a visitor page, when RTV is trying to fetch static content from the web server and did not get the file from the web server before the pre-configured wait period expired.

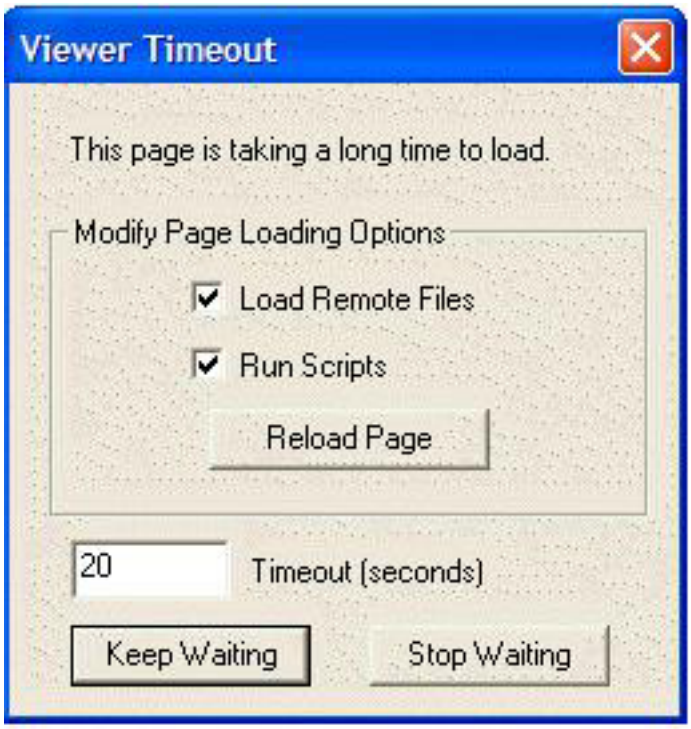

Figure 23. Page Load Timeout dialog box

- The default timeout period is 20 seconds but can be changed for each RTV user.

You can choose to continue waiting or skip the file. In most cases, you must stop waiting for the file. Most web servers respond within a few seconds, so waiting longer probably will not help.

This dialog also allows you to change some replay configuration options. These changes affect the global options and are persisted after your RTV session is closed. When you have changed any of these configuration options, click the **Reload Page** button to attempt to reload the current page using the new configuration values.

Large Page warning dialog

This dialog is displayed during the replay of a visitor session in which a selected page is large.

Large Page Warning
This page exceeds the size limit set in Options.
http://
.com:15000/ted
135064 bytes
Load the large page
Load a substitute page
Do not show this message again in this session

Figure 24. Large Page Warning dialog box

The Large Page warning indicates that RTV detected a text file that exceeds a configurable upper limit for page sizes. It allows the RTV user to decide to display the large page or to display a placeholder instead, as shown in the figure below.

Sometimes IBM Tealeaf cxImpact captures a large page from your web server. Since it can take a long time for the RTV computer to render this page, you are given the chance to skip it if you want.

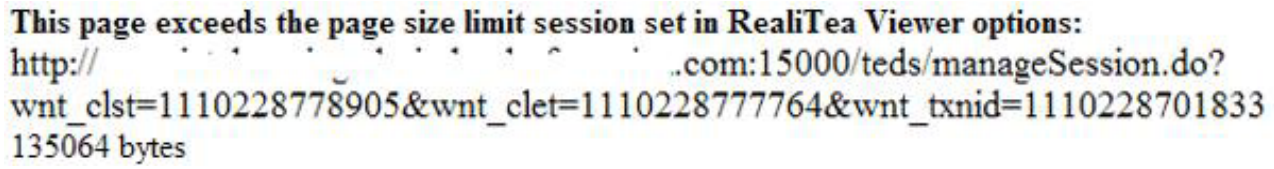

Figure 25. Condensed example of large page warning

The limit for these large pages can be changed by each RTV user. If the website sends large pages, you can want to raise this value to a larger limit.

Ordering of UI events

When the viewable pages list is created in Request or Response view, all pages, including UI events, are listed in the order that is dictated by the timestamps that are associated with their requests. In some cases, the request for a new parent page can occur before the request submitted by UI Capture from a previous case.

- Since UI events are typically batched for submission, the timestamp observed by Tealeaf for an individual UI event can occur some time after the event occurred in the visitor's browser. Depending on the available network connections, the browser can prioritize the request for the new page over the submitted POST.

  Note: This ordering issue has no impact on RTV or Replay Server's ability to replay the session.

When the viewable page list is assembled, the labels for UI event pages can be changed, as RTV determines the parent page to which each UI event page belongs.

Figure 26. Ordering of UI Events in the Viewable Pages List

In the above example, UI page 33: `UIEvent:1-6` is placed between the listings for page 42 and page 43. The timestamp in its request indicates that it fell between

these two pages, but RTV analyzed the UI event to determine that it is associated with page 33, which occurred several pages before.

During replay, RTV displays the UI event page with its properly labeled parent page.

- When RTV is in replay view, the Viewable Pages List displays pages in the order of replay. UI event pages are displayed beneath their parent pages.

Framed pages

Many sites use framed pages. There are two kinds of frames that are commonly encountered in websites: framesets and IFrames. A site can use no frames, framesets, IFrames, or almost any combination. A frameset can include an IFrame in one of its child frames.

For RTV to render a correct user impression, RTV must first render the outmost enclosing frameset and then render the inner frames. For this reason, RTV displays the child frame only if it is encountered before the parent. For example, if you open RTV on a specific child frame instead of starting at the first page of the session and stepping through the pages, the child page is rendered as if that was the only content that the visitor saw in the user-impression.

Correctly reassembling these pieces into the proper display requires the web application to be diligent in following W3C coding standards to identify the frame into which the child belongs. If the application neglects to supply this information, RTV can be configured with replay rules to instruct it where to place the child page. This configuration information is stored in the Profile.

- RTV administrators can create these frame-placing rules.

Each RTV user can control how child frames are displayed in Replay view. Child frames and IFrames can be reassembled into a single user-impression or as individual Request/Response hits.

FrameSets

An example of the HTML used to render a frameset.

```
<frameset rows="85,*" framespacing=0 border=0 frameborder="0">
  <frame name="top" src="index.cfm?fuseaction=creditFramesTop"
   marginwidth="0" marginheight="0" scrolling="no" frameborder="no">
  <frame name="main" src="index.cfm?fuseaction=creditAppEntry&pr=XX"
   marginwidth="0" marginheight="0" scrolling="yes" frameborder="no">
</frameset>
```

This frameset has two child frames: one called `top` and one called `main`. In the standard W3C convention, a single page with no frames or child pages is identified as `_top`.

- The example has a frame named `top`, which can be confusing for people who are trying to understand the website and visitor's interaction (like RTV users). While you can use `top` for a frame name is valid for a frameset, you must avoid doing so for RTV users.

The following example shows a frameset, and the two content `src=` pages that are called by the frameset. It also shows the `src=` page in one of the child frames using JavaScript to tell the client browser to replace itself. The content of the child frame comes from a different URL, which forces the client to call the server for this next page. RTV needs some help in understanding how to place the pages.

Note: In the following example, the host name and the URI path were erased to preserve the anonymity of the system where this example was captured.

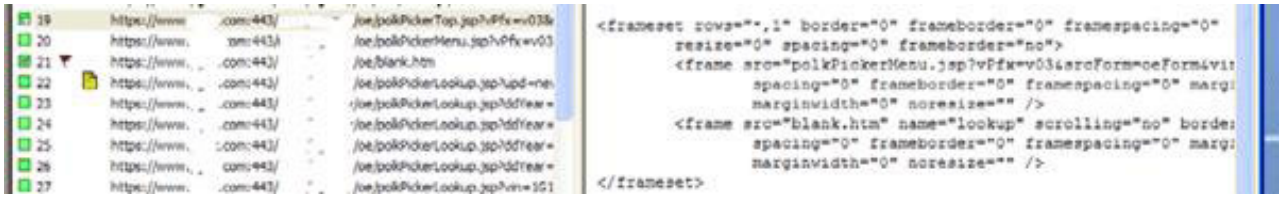

Figure 27. Example of parent frameset

The preceding figure shows the parent frameset and the pages that are requested by the client are displayed on the left side, as RTV is in Response view.

- Pages 19-22 in the Viewable Pages List have the following names: `polkPickerTop.jsp`, `polkPickerMenu.jsp`, `blank.html`, and `polkPickerLookup.jsp`.
- In the Response blocks for each, review how each is processed and displayed:
  - The Response view shows the frameset declaration.
  - The first child frame is named `content` (off the screen capture), and its `src=` tag calls for `polkPickerMenu.jsp`. You can see on the left that `polkPickerMenu.jsp` is the next page that is requested of the web server (number 20).
  - The second child frame is named `lookup`, and has a `src=` tag of `blank.html`.
- Page 21 requested from the web server is `blank.html`. `blank.html` has an unusual StatusCode - a 304 status code. See "3xx Redirect pages" on page 48.
  - Status Codes are part of the Request View, and are not shown here, except for the redirect icon in the left side of page 21. The 304 status code indicates that the client made a request for a conditional page, and gave the web server a `HTTP_IF_MODIFIED_SINCE` date. The web server does not have to send back the page; it only sends back a blank page with the 304 status code, which tells the client to use its cached copy.
  - Therefore, `blank.html` is placed in the second child frame.

When the `polkPickerMenu.jsp` page is received by the client, its Response includes the JavaScript code that is shown in the following figure.

This JavaScript is run when the client browser reaches these lines when it renders the page.

These lines tell the browser to go to child frame 1 (the frame named `lookup`) and replace the contents of frame `lookup` with the page `polkPickerLookup.jsp`.

The left side shows that indeed the 22nd page is `polkPickerLookup.jsp`:

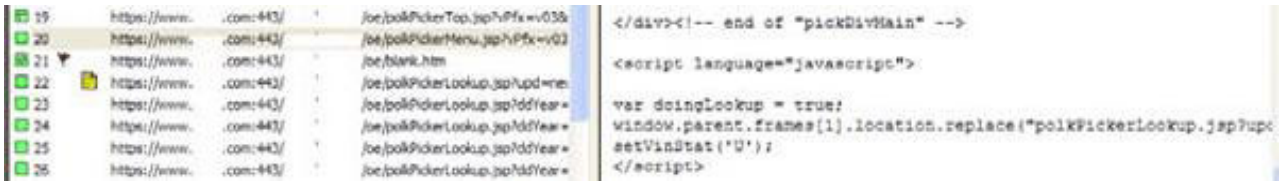

Figure 28. polkPickerLookup.jsp example

RTV is unable to discern that `polkPickerLookup.jsp` belongs to the frame named `lookup`, in the frameset on page 19.

Since there are a number of ways for JavaScript to change a frame's content, it is important to provide a *hint* to RTV. In the Viewable Pages List, right-click a page and place it in the wanted frame.

- See “Advanced Options tab” on page 207.
- For more information about creating replay rules, see “Replay rules.”

iFrames

An example of the HTML used to render an IFrame.

```
<IFRAME  border=0 marginWidth=0
  marginHeight=0 src="/html/privacy/esign.html"  frameBorder=1
  scrolling=yes></IFRAME>
```

IFrames hold content that comes from a subsequent hit. The `src` tag in the IFrame directive is calling a web server for data to place in the IFrame. The IFrame must have a `name` attribute for RTV to be able to properly place this content in the parent user-impression with no hints required.

Replay rules

Guidelines and steps for how to design replay rules in RTV to improve the quality of replay.

Note: When you create response modify rules that modify content on UpdatePanel pages, the byte count for the unmodified page must be maintained in the modified page after the modification is applied. Otherwise, these pages do not replay correctly.

- This limitation also applies to privacy rules. See "Privacy Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

Pop-up pages

A pop-up page is any page that causes the browser to display the page content in a new browser window. During a visitor's session, the visitor usually closes this window and then proceeds to click a link or button that is found on the page that is displayed in the original window.

In RTV, pop-up windows interrupt the flow of displayed visitor impressions. Unless RTV is provided information that identifies a page as a pop-up, RTV cannot correctly show the data that is entered by the user on the page's input fields. When a page is requested, RTV examines the field names of the immediately preceding page in the session sequence to identify the matching field names. When a pop-up page is present, the pop-up is part of the sequence, yet RTV fails to find matching field names in it. Therefore, RTV does not know where to display the data.

The referrer of the second full page is the first full page, with the pop-up page displayed in between. While RTV recognizes that the pop-up occurred between the full pages, RTV assumes that the visitor clicked the Back button in the web browser to move back to the first full page before the visitor moved on to the second full page. However, it is more likely the visitor closed the pop-up window and then clicked a link to proceed to the second page.

Pop-ups also affect detection of presses of the browser's Back button. RTV relies on the HTTP_REFERER information for Back button detection.

RTV uses HTTP_REFERER to match a page with its form field and to highlight information, thus reducing or eliminating the need for a profile to identify pop-up pages.

Identifying pop-up pages for RTV

You can provide RTV information to identify pop-up pages through the RTV Profile. After a page is identified as a pop-up, RTV knows to ignore it when it searches the preceding page list for field names corresponding to data entered by the visitor.

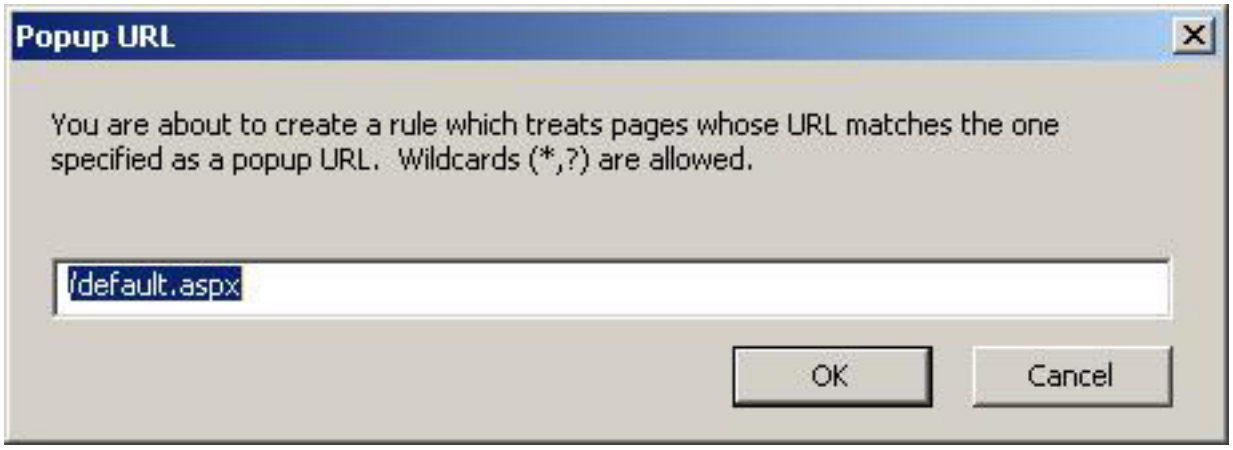
Popup URL
You are about to create a rule which treats pages whose URL matches the one specified as a popup URL. Wildcards (*,?) are allowed.
/default.aspx
OK
Cancel

Figure 29. pop-up URL

In the dialog, you can enter a text string for the URLs to treat as pop-up windows. You can use wildcards (* and ?) in the text string.

- To apply the rule to your profile, click **OK**.

Interpreting JavaScript

A text page can contain one or more calls to JavaScript functions, which can be embedded in the text page or in external JavaScript files that are called by the text page. JavaScript can do many things to the page while it is being rendered.

JavaScript functions are typically called by:

- Visitor interactions, such as clicking a button.
- The page's onLoad and onUnload rendering events.

RTV has a number of options to control how it renders JavaScript. You can decide how you would like to see the visitor impression by using these options.

To disable all JavaScript playback, set the allow Javascript to run option to disabled. If the page is designed with a significant use of JavaScript and this option is disabled, the user impression that is rendered by RTV differs significantly from what the visitor saw.

- This setting can be configured in the Replay tab of the Options window. See "Replay tab" on page 187.

Hidden DIVs

A "Hidden DIV" is a construct that is used to hide parts of a page until the visitor interacts with it. Many sites use hidden DIVS to hide content until the visitor moves the cursor over it, such as menu lists dropping down when the mouse is placed over the menu title.

The following figure shows an example of a menu full of hidden DIVS, hidden now:

Figure 30. A menu with hidden DIVS

The following figure is the same bar with expanded menu items, now visible:

Figure 31. A menu with visible menu items

The preceding figure displays highlighted submenu choices after the user selected the menu title.

RTV cannot display the hidden DIV until the RTV user moves the mouse over the menu item, making the DIV visible.

Ignoring pages in the replay

A web application can be designed so that the same page is delivered repeatedly. For example, integrated windows authentication by using NTLM causes a large number of "status code 401" page responses be issued from the server.

Another type of repeated request involves pages by using Framesets and dynamic content generation that requests a dummy page (`Blank.html`) for the initial content pane. In both cases, it is important for IBM Tealeaf cxImpact to capture the pages to properly account for them in the site technical metrics.

Removing pages from replay

During replay in RTV, pages can be eliminated to provide a more accurate replay of the visitor experience. You can indicate for RTV to ignore specific URLs through the Viewable Pages list.

- To remove a page, right-click the page in the Viewable Pages List and select **Replay Rules** > **Remove this page from Replay**.

Remove Page from Replay
You are about to create a rule which removes from Replay pages whose URL matches the one specified. Wildcards (*,?) are allowed.
/store/index.php/checkout/cart/
Clear URL
Replace query string with wildcard
OK
Cancel

Figure 32. Selected page to be removed

Note: Removing a page from replay removes the page from the Viewable Pages List, and the page is no longer displayed during replay. The page is not removed from the session data. For more information about recovering a removed page, see "Recovering a page removed from replay" on page 62.

Remove Page from Replay
You are about to create a rule which removes from Replay pages whose URL matches the one specified. Wildcards (*,?) are allowed.
/store/index.php/checkout/cart/
Clear URL
Replace query string with wildcard
OK
Cancel

Figure 33. Remove Page from Replay

The rule that you are about to create removes from replay all pages whose URL matches the one that you are specifying. This IgnoreURL rule is applied to all matching URLs.

- You can apply wildcards to the entered URL. The `?` and `*` wildcards are accepted.
- If the URL contains query parameters, you can create an IgnoreURL rule to match for all query parameters. Click **Replace query string with wildcard**. All instances of the URL, regardless of query parameters, are ignored during replay.
- You can use this dialog box to create an IgnoreURL rule for any URL for the current domain.
- To clear the textbox and reenter the URL, click **Clear URL**.
- To create the specified IgnoreURL rule, click **OK**. A profile rule is added to your profile, and all subsequent matching pages in the session are flagged to not be replayed.

  Note: If your site responds to multiple `HTTP_HOST` values, you must manually edit the profile to ensure that the ignore rule is correctly recorded against all server_name values.

You can further refine the pattern that identifies the page to be excluded from replay that is based on request data. See “Ignoring request variables for URL matching” on page 63.

Recovering a page removed from replay

When you remove a page from replay, the page is hidden from display in the Navigable Pages list and is not displayed during replay. The page is still part of the session and can be recovered.

To recover a removed page:

1. Switch to Request view or Response view.
2. In the Viewable Pages list, find the page that was removed.
3. Right-click the page and select **Replay** > **Delete rule which removes this page from replay...**.

4. Click **OK**.
   - You can also remove the rule from your profile. See "RTV Profile" on page 191.

Ignoring request variables for URL matching

You can configure RTV to ignore request variables when it attempts to match URLs. When RTV attempts to match requests that are generated during replay to hits that are captured in the session, some request variables must be ignored, such as a timestamp or form field values. Through this feature, you can configure the request variables to ignore.

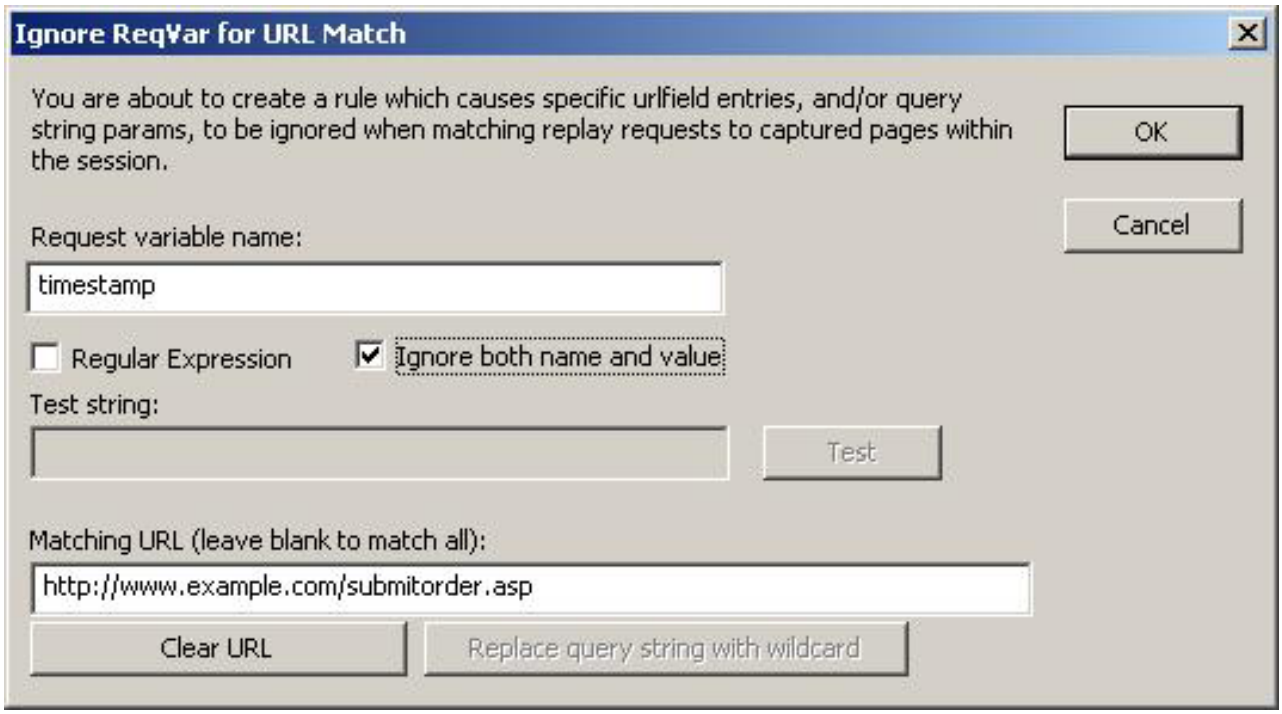
Ignore ReqVar for URL Match
You are about to create a rule which causes specific urlfield entries, and/or query string params, to be ignored when matching replay requests to captured pages within the session.
OK
Cancel
Request variable name:
timestamp
Regular Expression
Ignore both name and value
Test string:
Test
Matching URL (leave blank to match all):
http://www.example.com/submitorder.asp
Clear URL
Replace query string with wildcard

Figure 34. Ignore Request Variable for URL Matching

To create the rule:

1. Request variable: In the dialog, you specify the request variable name in the textbox provided.
   - By default, this rule ignores the values only. In some cases, however, you can ignore both the name and the value of the request variable because the value is also dynamically generated. If you want to ignore both the name and its value, click the appropriate textbox.
   - For some XML posts, the post body can never be matched. In these instances, you can add the following special value for the Request variable name, which forces RTV to ignore the entire post body for the specified matching URL:

     ```
     *ignorePost*
     ```
2. Matching RegEx: Optionally, you can use a regular expression to match name and optional values.
   - To specify a regular expression, click the **Regular Expression** check box. Enter the string in the Test string textbox. Then, click **Test**.

3. Matching URL: In the textbox, you can specify the URL or set of URLs to which to apply the ignore request variable rule. Enter a value in the textbox.
   - To clear the textbox, click **Clear URL**.
   - If the URL includes a query string (all content after a question mark ?), you can replace the query string with a wildcard, which matches for all queries for the URL. Click **Enter** or paste the URL with the query string included. Then, click **Replace query string with wildcard**.
4. To create the specified rule, click **OK**.
   - To cancel and exit, click **Cancel**.

ESI tag management

RTV provides limited support for the `<esi::include>` tag, which is a form of partial dynamic page caching.

When RTV replays a page that contains `<esi::include src="URI">` tags, the content that is specified by the URI value is retrieved and inserted into the page before the page is displayed.

When the session is opened for replay, a dialog displays the retrieval of this content, much like the Get Images dialog. When the content is retrieved, the dialog is automatically closed.

Note: No configuration is required to enable ESI tag management.

Through RTV, you can review ESI content that is stored in the current session or sessions.

• See "RTV Menus" on page 153.

Creating a response modification rule

You can create rules to modify static data that is displayed in the responses that are sent from the web application. For example, response modification rules can be used to remove any reference to a server that you do not want to contact from anywhere outside the production environment.

1. In the RTV menu, select **Tools** > **Options** > **Profiles** > **Edit Profile**.
2. Click the host you whose response data you want to modify.
3. Click **New**. Then, select `Add Response Mod`.
4. In the Response Modification window, specify the following properties:

   Property
   Description

   `Hostname`
   The host name value is inherited based on the host node that you selected.

   `URL` Select the method of matching URLs:
   `All` - response modification is checked for all URLs from the host name.
   `Regular expression pattern` - Enter a regular expression to use to match the URI stem in all URLs from the host.

   `ReqVar` You can specify request variables as the trigger for applying the response modification rule. See "Request variables" on page 65.

Value If specified, this field defines the value in the selected ReqVar on which to trigger the response modification rule. This value can be specified as a regular expression. See “Request variables.”

Pattern
The pattern on which to match.
You can enter regular expressions here.

Replacement
When the Pattern string is found, this string is used to replace.
Leave this value empty to remove instances of the Pattern value.

Occurrences
Select the replacement type: First instance or All instances in any matching URL.

Test Test the response modification rule on the currently selected page that is displayed in Response View. The number of replaced text items for the selected URL or URLs is displayed.
To see the resulting modified response, click **View...**.
To compare the resulting modified response to the original response, click **Diff...**.

Edit Rules
Edit the response modification rule, which opens theProfiles window.

5. To save changes, click **OK**.
6. If the profile is shared, your changes must be committed to the server. Click **Upload Settings to Server**.

Note: You can test response modification rules through Response View. Right-click a field in the response data and select Test Response Modify Rules. A dialog with the testing options is displayed.

Request variables

If you want, you can specify a request variable and specific values as the trigger for completing the response modification. This method enables modification of response data based on a wide range of available criteria.

- For more information about request contents, see Chapter 3, “Request view,” on page 73.

In the Response Modification dialog, click the **Pencil ()** icon next to the **ReqVar**field. The Request Vars window is displayed:

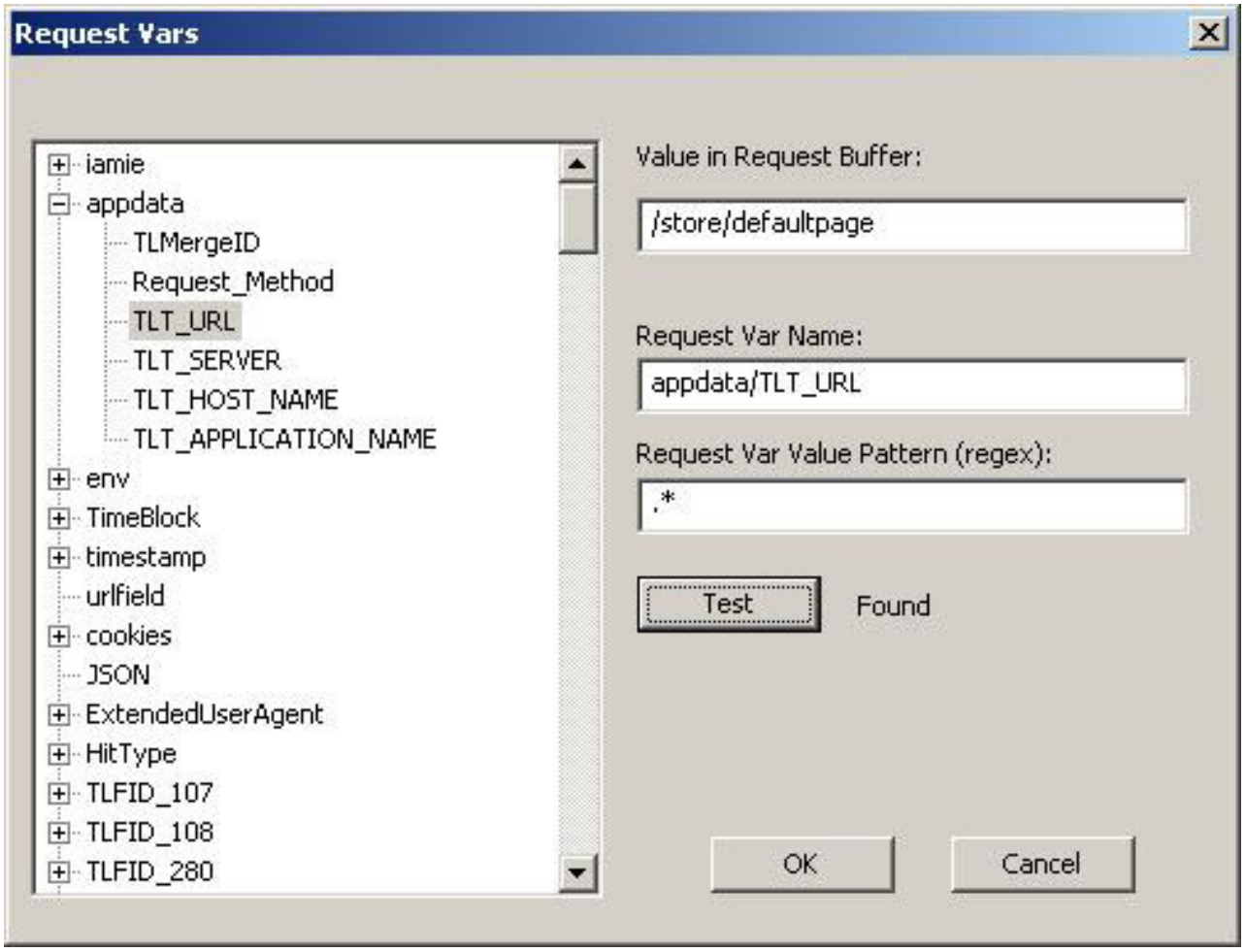

Figure 35. Request Vars dialog

In the left panel, you can browse the sections of the request to locate the request variable to use as the trigger. Click the request variable to use it.

Setting Description

`Value in Request Variable`
If you create the response mod rule from a displayed request, the value of the selected request variable is displayed.

`Request Var Name`
The name of the selected request variable

`Request Var Value Pattern (regex)`
You can optionally specify a regular expression on which to match values in the regular expression.

- If this value is not specified, then all instances of the request variable are matched.
- See Chapter 8, "Regular expressions in the RealiTea Viewer," on page 241.

Test To test a specified regular expression, click **Test**.

- `Found` - A match is found in the request variable value field.
- `Not Found` - No match was found in the request variable value field.

To add the trigger information in the Response Modification dialog, click **OK**.

Example - Modifying based on user agent

An example of modifying based on user agent.

Suppose you want to modify the response to improve replay for iPod. Using the request variable configuration option, you can identify sessions that are initiated by iPods and then create a response modification for these mobile devices.

1. In RTV, open an iPod-initiated session.
2. Click the **Response View** option.
3. Right-click and select **Add Response Mod Rule...**.
4. The Response Modification dialog is displayed.
5. Click the **Regular expression pattern** check box.
6. Click the **Pencil** icon next to the `ReqVar` field.
7. From the left panel, select `env/HTTP_USER_AGENT`.
8. The Request Variable Name value is populated with the selected request variable.
9. For the `Request Var Value Pattern`, enter `iPod`.
10. Click **Test**. If the response that you selected comes from an iPod session, the result message must be `Found`.
11. Click **OK**.
12. Configure the Pattern and Replacement fields as needed.
13. To test it, click **Test**.
14. If the rule passes the test, click **OK**.

Example - Removing CDATA formatting

An example of removing CDATA formatting.

Many web applications are deploying content in `application/xhtml+xml` pages. However, Internet Explorer does not support these pages. Since RTV uses an embedded IE browser control, RTV cannot properly process these pages, which results in replay problems, especially if they contain CDATA sections.

For replay purposes, it is necessary to be able to run the code within a CDATA node. The solution is to create two response modify rules to remove the CDATA formatting.

1. Create a profile rule with the following properties:

   Property
   Description

   `Hostname`
   The host name value is inherited based on the host node that you selected.

   `URL` For this rule, you must enter a specific URL, as universally removing the CDATA block can cause problems.

   `Pattern`
   `<![CDATA[`

   `Replacement`
   Leave blank.

Occurrences
Select `All`.

2. Create a profile rule with the following properties:

   Property
   Description

   Hostname
   The host name value is inherited based on the host node that you selected.

   URL For this rule, you must enter a specific URL, as universally removing the CDATA block can cause problems. You must enter the same value that you entered in the previous rule.

   Pattern
   `]]\>`

   Replacement
   Leave blank.

   Occurrences
   Select `All`.

3. Be sure to test the response modification rule.
4. To save changes, click **OK**.
5. If the profile is shared, your changes must be committed to the server. Click **Upload Settings to Server**.

The XML version of the rules looks similar to:

```
<ResponseModify id="36" url="/quote/details.asp"
  pattern="&lt;![CDATA[" replacementString=""
  occurrences="all" enabled="1"/>
<ResponseModify id="37" url="/quote/details.asp"
  pattern="]]&gt;" replacementString=""
  occurrences="all"/>
```

Example - Misaligned forms in RTV

An example of misaligned forms in RTV.

Playback of some web applications can result in misaligned forms that are displayed in RTV. In a typical example, elements that must be aligned horizontally are aligned vertically in the RTV main window.

The root issue is most often the use of conditional HTML to control display style sheets that account for differences between versions of Internet Explorer. In this case, you can correct the issue by changing IE6-specific conditional HTML blocks to be used by later versions.

1. Create a profile rule with the following properties:

   Property
   Description

   Hostname
   The host name value is inherited based on the host node that you selected.

   URL To apply to the entire site, select `All`.

   Pattern
   `if IE 6`

Replacement
if gte IE 6

Occurrences
Select All.

2. Be sure to test the response modification rule.
3. To save changes, click **OK**.
4. If the profile is shared, your changes must be committed to the server. Click **Upload Settings to Server**.

The XML version of the rule must be similar to:

```
<ResponseModify id="255" url="" pattern="if IE 6"
  replacementString="if gte IE 6" occurrences="all"/>
```

Creating external file modification rules

If the main page loaded into RTV references a separate file that is not part of the session, the file can require modification before it is loaded into RTV. For example, if a Javascript file referenced by a page in a session contains a domain reference, that reference can result in a JavaScript error during replay.

You can design one or more external file modification rules to apply to the referenced JavaScript file that modify the file before it is loaded into RTV.

External file modification rules use the same user interface as response modification rules. However, external file modification rules cannot be applied to all files in the domain.

- You can match file based on defined regular expressions.
- See "Creating a response modification rule" on page 64.

1. In RTV, select **Tools** > **Get Images**. This loads external content into RTV so that the file can be used to create the rule.
2. In RTV, select **View** > **Show Images...**.
3. In the Image List dialog, locate the file to modify.
4. To locate the text to be modified, select **View in Notepad** to display and search for the text in Notepad.
5. Click **Add Modify Rule**, and enter a regular expression in the **Pattern** field, and enter an appropriate Replacement string.
6. Click **Test** to make sure that the pattern is found. Click **Diff** to verify that the replacement is the wanted string.
7. To create and apply the rule, click **OK**.

Dynamic modification rules

This information describes the steps to be taken to create a dynamic response modification rule. Creating this rule helps in acquiring third-party content during replay.

Dynamic response modification rules

When you replay a session that includes data that is delivered from a third party, the contents from the third party must be associated with a specific request. If the third-party content is required to accurately represent the customer's experience, a dynamic response modification rule must be configured to acquire the content at replay time.

- Dynamic response modification is different from the standard response modification mechanism in RTV. See “Creating a response modification rule” on page 64.

Through dynamic response modification rules, you can match patterns in the response with regular expressions and replace the matched string with a new string that contains up to three dynamically parameterized values from Tealeaf event identifiers.

To create a dynamic response modification rule:

1. In RTV, click the **Response View** button.
2. In any displayed response, right-click and select **Add new Dyn Response Mod Rule**.
3. The Dynamic Response Modification Rule dialog is displayed:

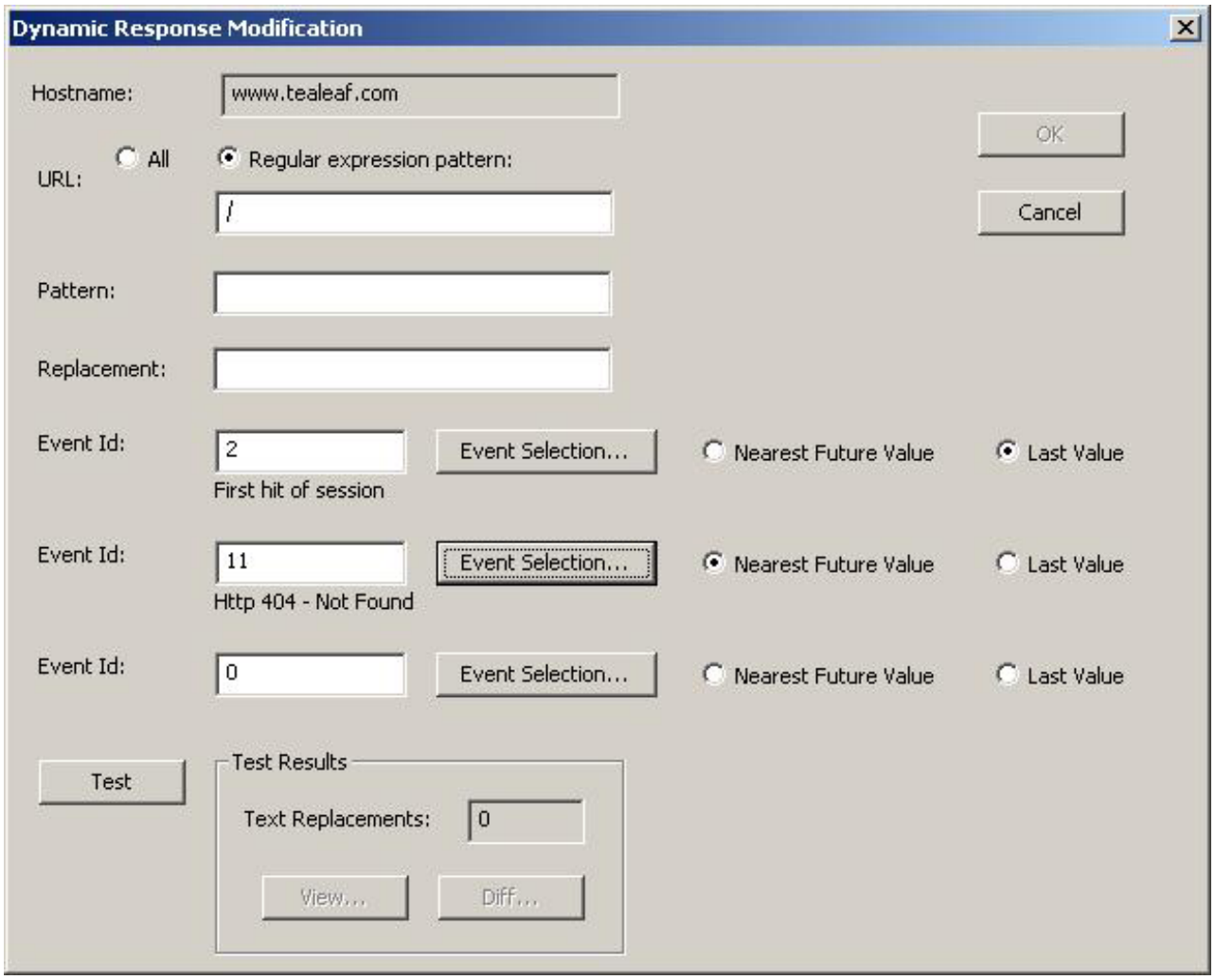

Figure 36. Dynamic Response Modification Rules

Options

Description

`Hostname`

The host of the application. Read-only.

URL Select the URL matching type:

- `All` - Matches all URLs.
- `Regular expression pattern` - Enter a pattern so that this rule applies to specific URLs.

Pattern
Enter a regular expression search pattern to be found in the response.

Replacement
Enter text to replace the pattern found in the response. Use %1, %2, and %3 in the replacement string to substitute fact values from the events specified.

Event ID
Enter the event identifier to insert as a parameterized value. To select an event from a list, click **Event Selection...**.

- You can choose to match the event to the nearest future event value (`Nearest Future Value`) or to the most recent value (`Last Value`).
- If a mapped event identifier has no value, then the parameter is replaced by an empty string.

- To test your regular expression Pattern, click **Test**. The number of matches found in the current session is displayed.
  - To view the test results, click **View**. The resulting response text is displayed in Notepad.
  - To view differences between the original page and the page after the pattern is replaced, click **Diff**. The differences are displayed in Notepad.

Dynamic external file modification rules

If the main page loaded into RTV references a separate file that is not part of the session, the file can require modification before it is loaded into RTV. For example, if a JavaScript file referenced by a page in a session contains a domain reference, that reference can result in a JavaScript error during replay.

You can design dynamic external file modification rules to apply to the referenced JavaScript file that modify the file before it is loaded into RTV.

Dynamic external file modification rules use the same interface as described for dynamic response modification rules in the preceding section.

- See “Dynamic response modification rules” on page 69.

Non-dynamic external file modification rules can be developed, as well. These rules apply regular expressions to matching patterns to modify the content of specified files before they are loaded into RTV.

- For more information, see "External File Modification Rules".

Chapter 3. Request view

The *Request view* is used to inspect the data that is sent from the browser to the server. In the request block or buffer that is sent to the server from the browser, all information is formatted in the form of field name and its corresponding value. This format simplifies identifying the index-specific field names and their contents and to create events from data in the request block.

- Information about the response is placed in the request block.

The IBM Tealeaf cxImpact system provides some computed information about each hit, which is also stored in the request block. The following sections indicate sources of the information in the request block: the browser, the server, or computed by the IBM Tealeaf cxImpact system and inserted into the request block.

- A context menu is available when you right-click name/value data in Request View. See RealiTea Viewer - Main Window.

Request view format

Request view breaks the display into sections. For each hit, most sections are displayed, and under each section are individual fields. The number of fields and their values vary with each hit.

[iamie] section

This chart provides details about the hit and the method that IBM Tealeaf cxImpact used to capture the hit.

Key fields include:

Table 3. [iamie] section

Field Name	Use	Source
TLTSID	The final TLTSID value that provides the unique key value that is used to identify all hits within a visitor session	Tealeaf Cookie Injector. Computed by IBM Tealeaf cxImpact
TLTHID	A unique value that differentiates this hit from all other hits that are captured by IBM Tealeaf cxImpact	Tealeaf Cookie Injector. Computed by IBM Tealeaf cxImpact
TLTUID	A unique value that differentiates this user from all other users that are captured by IBM Tealeaf cxImpact	Tealeaf Cookie Injector. Computed by IBM Tealeaf cxImpact
CaptureSource	Identifies how this hit was captured. Common Values are for Client-Side Capture, Passive Capture, or the IIS Filter Capture.	Inserted by IBM Tealeaf cxImpact system

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Table 3. [iamie] section (continued)

`CaptureType`	The capture type defines the type of content that is captured by the PCA. The following possible values are inserted by the PCA: • `0` - Request and response were captured. **Note:** This capture type is outdated. • `1` - Request and response were captured. • `2` - No longer used. • `3` - Content is captured per specification in a Capture Type list in the PCA. • For more information about configuring capture type lists, see "PCA Web Console - Pipeline Tab" in the *IBM Tealeaf Passive Capture Application Manual*.	PCA
`CaptureVersion`	The version of the Capture Source that captured this hit.	PCA
`CaptureInst`	The PCA instance from which this hit was captured and reassembled. This value is useful for determining the origin of duplicated hits and in load testing. • Values can be from `0` to `N` where `N` is the number of additional instances of the PCA. See "PCA Web Console - Interface Tab" in the *IBM Tealeaf Passive Capture Application Manual*.	PCA
`CapturePipelineInst`	The PCA pipeline instance that processed this hit. This value is useful for determining the load distribution among multiple pipeline instances. • Values can be from `0` to `N` where `N` is the number of additional instances of the PCA pipeline. See "PCA Web Console - Pipeline Tab" in the *IBM Tealeaf Passive Capture Application Manual*.	PCA

The `TLTSID` is used to stitch together the hits that compose a visitor session. The IBM Tealeaf cxImpact system has a number of ways to generate this value:

- **Tealeaf Cookie Injectors:** The best way to identify a session is to have the Tealeaf Cookie Injectors that are installed on the web servers.
- **Session Agent:** The default method that is used by Tealeaf creates a Session Agent in the Tealeaf pipeline to create a `TLTSID` from a configurable value. Typically, either the `ASPSESSIONID` cookie or the `JSESSIONID` cookie is used to derive the `TLTSID`.

[appdata] section

This request block section is used by Tealeaf for indexing, which facilitates rapid searching. Any field in this section is automatically indexed.

- Using the Extended Privacy session agent, you can insert data from other parts of the request into this section. See "Extended Privacy Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

Some fields are always displayed in this section. Information that is computed by the user-supplied rules is placed here.

Table 4. [appdata] section

Field Name	Use	Source
`TLMergeID`	(optional) This field is displayed when a Sessioning Agent is present in the Transport pipeline or PCA. It contains the name of the field that is used for sessioning and the original field value.	cxImpact computed
`TLT_URL`	This value contains the computed Tealeaf URL, after any modification made by Privacy/RTA or the TLRef session agent. This value is used in the various page reports of the Portal. • This field is inserted when extended user agent parsing is enabled, which is the default configuration. See "Tealeaf Reference Session Agent" in the *IBM Tealeaf CX Configuration Manual*.	cxImpact computed

Table 4. [appdata] section (continued)

TLT_SERVER	This value is the IP address found in the To: Fields of a hit request. Usually, it is the IP address of the web servers. If a web server originates a request to any other web server, the TLT_SERVER field contains the IP address of the external website. • This field is inserted when extended user agent parsing is enabled, which is the default configuration. See "Tealeaf Reference Session Agent" in the *IBM Tealeaf CX Configuration Manual*.	cxImpact computed
TLT_HOST_NAME	This value is computed from the HTTP_HOST after modification by the TLRef session agent. Note the Host name must be present in the list of HTTP_HOSTS in the TLRef session agent in order for the host value to to be displayed here. This value is displayed in the Host drop-down of the Portal charts. • This field is inserted when extended user agent parsing is enabled, which is the default configuration. See "Tealeaf Reference Session Agent" in the *IBM Tealeaf CX Configuration Manual*.	cxImpact computed

Table 4. [appdata] section (continued)

TLT_APPLICATION_NAME	By default, the Tealeaf system populates this field with the first part of the path of the URI. Some IBM Tealeaf cxImpact installations configure this field through RTA rules to partition a group of pages into a defined application. This value is used in the Application drop-down of the Portal charts. • This field is inserted when extended user agent parsing is enabled, which is the default configuration. See "Tealeaf Reference Session Agent" in the *IBM Tealeaf CX Configuration Manual*.	cxImpact computed

[env] section

Information in this section can be used to find and fix problems with the site.

This section of the request is auto-populated from the following sources:

- HTTP request and response headers are rendered into name/value pairs and inserted into this section of the request. For example, a header item such as `accept-encoding=gzip, deflate` is rendered as a request name/value pair in the `[env]` section as the following:

```
HTTP_ACCEPT_ENCODING=gzip, deflate
```

- Some values are inserted by the IBM Tealeaf CX Passive Capture Application at the point of capture. The variable names of some of these values begin with `PCA_`.
- Windows pipeline agents, such as Privacy session agent, can be configured to insert data into this section. See "Privacy Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

Note: The following list contains common examples of values that are inserted into the `[env]` section. Some of these items are inserted by the PCA for Tealeaf use. Other items depend on how your web application is configured.

This section also contains many fields that are not indexed and therefore cannot be searched. Many of the non-indexed fields rarely change across all hits of a session. However, since it is possible for them to change on each hit, their values must be captured for each hit.

- All variables in this section whose names begin with `HTTP_` are standard HTTP request or response variables. For more information, see `http://www.w3.org/Protocols/rfc2616/rfc2616-sec14.html`.

Table 5. [env] section.

Field Name	Use	Source
CONTENT_TYPE	The content type for a POST to the server	Client

Table 5. [env] section (continued).

CONTENT_LENGTH	Contents of the HTTP Response Header variable Content-Length	Web Server
REMOTE_ADDR	The IP address of the client. If any piece of network equipment in the path between the server and the client terminates and regenerates the IP connection (proxies, reverse proxies, load balancers, and Akamai servers for example) can replace the true client's IP address with its own.	Client
REMOTE_PORT	The port over which the client is communicating	Client
LOCAL_ADDR	The IP address of the local web server	IBM Tealeaf cxImpact
LOCAL_PORT	The port number for the local web server	IBM Tealeaf cxImpact
SERVER_NAME	The IP address of the local web server	IBM Tealeaf cxImpact
SERVER_PORT	The port number for the local web server	IBM Tealeaf cxImpact
HTTPS	When set to on page was sent through SSL protocol.	IBM Tealeaf cxImpact
CONNECTION_ID	Logical counter that is initiated by the PCA server	PCA
PCA_NAME	The name of the PCA server	PCA
PCA_ADDR	The IP address for the PCA server	PCA
PCA_UNAME_RELEASE	The IP address for the PCA server, as returned from the uname command	PCA
PCA_UNAME_SYSNAME	The operating system name for the PCA server, as returned from the uname command	PCA
REQUEST_METHOD	The method of the issued request: GET or POST	PCA
URL	The URI (full page path less machine name and port) requested by the client	Client
SERVER_PROTOCOL	HTTP protocol that is used by the server to send responses	Server
ResponseType	MIME-Type of the page returned	cxImpact computed

Table 5. [env] section (continued).

StatusCode	The status code from the web server that is returned for the page that is requested by the client	Web Server
StatusCodeText	The text equivalent of the StatusCode value	Web Server
RequestHeaderSize	Request header size in bytes	Web Server
RequestDataSize	Request data size in bytes	Web Server
RequestSize	The total size of the request: RequestHeaderSize + RequestDataSize	Web Server
ResponseHeaderSize	Response header size in bytes	Web Server
ResponseDataSize	Response data size in bytes	Web Server
ResponseSize	The total size of the response: ResponseHeaderSize + ResponseDataSize	Web Server
REQ_BUFFER_ENCODING	The encoding method in the request block. Tealeaf always renders the request block in UTF-8 format.	Web Server
REQ_BUFFER_ORIG_ENCODING	Original encoding method (primarily for POST'd data)	Web Server
RESP_BODY_ENCODING	The encoding method in the response body. Tealeaf always renders the response body in UTF-8 format.	Web Server
ReqCancelled	Request was canceled by client/server	PCA
ReqDiscarded	Request discarded. **Note:** This feature is not available.	PCA
StreamingHit	When set to true, the hit is a streaming hit. **Note:** This feature is not available.	PCA
StreamingHitType	When StreamingHit=true, this value identifies the type of streaming hit. **Note:** This feature is not available.	PCA
HTTP_USER_AGENT	User agent string that is provided by the visitor's browser	HTTP req/resp header
HTTP_ACCEPT	Accepted content encoding types	HTTP req/resp header
HTTP_ACCEPT_LANGUAGE	Accepted language	HTTP req/resp header
HTTP_ACCEPT_ENCODING	Accepted compression encodings	HTTP req/resp header

Table 5. [env] section (continued).

HTTP_ACCEPT_CHARSET	Accepted character encoding	HTTP req/resp header
HTTP_KEEP_ALIVE	If the HTTP_CONNECTION value is set to Keep-Alive, this value defines the number of seconds that the connection is retained without activity, before it is timed out.	HTTP req/resp header
HTTP_REFERER	Referrer of the current hit	HTTP req/resp header
HTTP_COOKIE	Contains all cookies that are supplied in the response. These cookies can include: • TLTSID - Tealeaf session identifier • TLTHID - Tealeaf hit identifier • TLTUID - Tealeaf user identifier	HTTP req/resp header
HTTP_HOST	Host name	HTTP req/resp header
HTTP_CONNECTION	Connection type between the visitor and your web server.	HTTP req/resp header
CONTENT_LENGTH	Length in bytes of the response	HTTP req/resp header
PostRequestBodyEncoding	This value defines any encoding is applied to requests posted to your web server, as identified by the IBM Tealeaf CX Passive Capture Application. • If the binary posts are enabled for capture, this variable is set to base64. Otherwise, the value is set to None. • See "PCA Web Console - Pipeline Tab" in the *IBM Tealeaf Passive Capture Application Manual*.	PCA

Note: From the HTTP_COOKIE and HTTP_SET_COOKIE fields, it is possible to recognize if your application is replacing its session variable in the middle of a visitor session, which can be an indicator of the visitor experience in which the contents of their shopping cart have disappeared.

[TimeBlock] section

The [TimeBlock] section identifies the time that is associated with the hit, down to the hour. For accurate report drill-downs to individual sessions, this data is added to each request and is automatically indexed.

Table 6. [TimeBlock] section

Field Name	Use	Source

Table 6. [TimeBlock] section (continued)

WEEK	The number of the week in the year	IBM Tealeaf cxImpact - inserted
MONTH	The number of the month in the year	IBM Tealeaf cxImpact - inserted
QUARTER	The number of the quarter in the year	IBM Tealeaf cxImpact - inserted
YEAR	The year in YYYY format	IBM Tealeaf cxImpact - inserted
HOUR_OF_DAY	The hour of the day (0-23)	IBM Tealeaf cxImpact - inserted
DAY_OF_WEEK	The day of the week (0=Sunday)	IBM Tealeaf cxImpact - inserted
DAY_OF_MONTH	The day of the month	IBM Tealeaf cxImpact - inserted
DAY_OF_YEAR	The day in the year (365 or 366 is the maximum value)	IBM Tealeaf cxImpact - inserted

[timestamp] section

All data that is inserted into the timestamp section is generated by the Capture source. For best performance, capturing this data by a IBM Tealeaf CX Passive Capture Application server provides the richest information set.

All time stamp fields end in Ex and are recorded by using GMT time, as indicated by the Z at the end of each time stamp, in the following format:

YYYY-MM-DDTHH:MM:SS:mmmmmm

The six digits at the end of the timestamp identify the microseconds in the timestamp.

Table 7. [timestamp] section.

Field Name	Use	Source
RequestTimeEx	The time the first packet of the request was received from a client	IBM Tealeaf cxImpact - measured
RequestEndTimeEx	The time the last packet of the request was received from the client	IBM Tealeaf cxImpact - measured
ResponseStartTimeEx	The time the first packet of the response came from the web server	IBM Tealeaf cxImpact - measured
ResponseTimeEx	The time the last packet of the response came from the web server	IBM Tealeaf cxImpact - measured
ResponseAckTimeEx	The time that the ack packet acknowledged the last packet of the response came from the client	IBM Tealeaf cxImpact - measured
TLapiArrivalTimeEx	The time the ack packet was observed by Tealeaf	IBM Tealeaf cxImpact - measured

Table 7. [timestamp] section (continued).

ReqTTLB	Time from first packet of the request to the last packet of the request	IBM Tealeaf cxImpact - calculated
RspTTFB	Time from first packet of the request to the first packet of the response	IBM Tealeaf cxImpact - calculated
RspTTLB	Time from first packet of the request to the last packet of the response	IBM Tealeaf cxImpact - calculated
RspTTLA	Time from first packet of the request to the acknowledgement of the last packet of the response	IBM Tealeaf cxImpact - calculated
ConnSpeed	The average number of bytes in the response, which is divided by the RT_Total time for all hits in the session. • Any detected client user interface events are ignored. • Expressed as "Bytes per second"	IBM Tealeaf cxImpact - calculated
ConnType	Buckets into which the page's connection speed are placed by the Session Agent in the pipeline	IBM Tealeaf cxImpact - calculated
WS_Generation	The time that it took for the web server to generate the page. It is measured from the time of the last packet of the request to the time of the last packet of the response	IBM Tealeaf cxImpact - calculated
WS_Grade	Text Description of the web server generation grade. This value is defined either on the IBM Tealeaf CX Passive Capture Application server or in the TimeGrades session agent.	IBM Tealeaf cxImpact - calculated
WS_GradeEx	Number value of the web server generation grade. This value is defined either on the PCA server or in the TimeGrades session agent.	IBM Tealeaf cxImpact - calculated
NT_Total	The time that is required for the data to flow over the network. It is measured from the time of the last packet of the response to the time of receipt of the TCP/IP ACK (acknowledgement) of that packet.	IBM Tealeaf cxImpact - calculated

Table 7. [timestamp] section (continued).

NT_Grade	Text Description of the network timing grade. This value is defined either on the PCA server or in the TimeGrades session agent.	IBM Tealeaf cxImpact - calculated
NT_GradeEx	Number value of the network timing grade. This value is defined either on the PCA server or in the TimeGrades session agent.	IBM Tealeaf cxImpact - calculated
RT_Total	the sum of the WS_Generation time and the NT_Total time	IBM Tealeaf cxImpact - calculated
RT_Grade	Text Description of the network round-trip grade. This value is defined either on the PCA server or in the TimeGrades session agent.	IBM Tealeaf cxImpact - calculated
RT_GradeEx	Number value of the network round-trip grade. This value is defined either on the PCA server or in the TimeGrades session agent.	IBM Tealeaf cxImpact - calculated

The XX_Generation/Total fields are calculated and are measured in microseconds. For example, WS_Generation=5000 indicates that it took 0.005 seconds to generate the page.

The XX_Grade fields are computed fields.

One of the session agents in the IBM Tealeaf cxImpact pipeline inspects the Generation time and places them into a bucket that is based on ranges of values. By default, the pipeline has buckets for:

- Excellent
- Normal
- HighNormal
- High
- HighPlus

The XX_GradeEx fields use 0-4 to identify the same buckets. Having the Grade expressed both as a number and as a string simplifies analysis in the Portal and third-party tools.

The NT_Total time measures the network transit time from the web server to the next upstream network device that terminates a TCP/IP connection, which is usually the visitor's client browser or a proxy.

See "TimeGrades Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

[urlfield] section

The contents of the [urlfield] section are populated from the input HTML tags in HTML form pages that are submitted along with the request for the next page. The contents of input tags are sent from the browser in one of two sections of the request.

- **GET HTTP:** If the request is submitted according to the GET HTTP protocol, the input tags are placed in the Query String, since there is no request body. The QUERY_STRING field in the [env] section contains the complete and processed Query String. Each name-value pair in the QUERY_STRING is placed on its own line in the [urlfield] section of the request.
- **POST HTTP:** If the request is submitted by using a POST HTTP protocol, the input tags and their values are placed in the request body. IBM Tealeaf cxImpact does not capture the raw bytes of the request body. The information from the request body is extracted and placed in the [urlfield] section of the request.

Data that is placed in a Query String is translated into a format that replaces certain characters with a three-character replacement string. For example, the space character is replaced with _. The URL Decode Session Agent in the Tealeaf pipeline takes care of translating these character strings back into their single-character equivalents. The Query String that you see in the Request view is processed by this translation.

- See "URL Decode Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

RTV shows the Query String parameters and the request body parameters in the request block and displays both in the Form Fields pane.

[cookies] section

Data is only present in the [cookies] section if a cookie is sent by the client to the web server or if the web server sets a cookie on the client. Data in the cookies section consist of the cookie name and its value. The data in the cookies section is derived from the HTTP request and response headers.

- The raw cookie information that is sent by the browser can be found in the HTTP_COOKIE field in the [env] section of the request block. This raw information is processed by the Cookie Parser Session Agent in the pipeline.
- The set cookie information from the web server to the client can be found in the HTTP Headers of the response buffer.

The session agent places each cookie on its own line. All of the HTTP_COOKIE values from the client are inserted first, followed by the cookie values from the HTTP_SET_COOKIE lines.

- See "Cookie Parser Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

Placing each cookie on its own line makes it much easier to create events that are based on cookies.

In the following example, there are two HTTP cookies: the JSESSIONID and the Campaign cookie. Cookies are terminated by CRLF pairs.

```
HTTP_COOKIE=JSESSIONID=673D273706BB61B79E06629675E78875.prodWebInstance2;
Campaign=mediacode=30&partner=&plancode=IR&LastUpdate=3%2F21%2F2007+3%3A53%3A05
##+PM&
Sample [cookies] section:
JSESSIONID=673D273706BB61B79E06629675E78875.prodWebInstance2
Campaign=mediacode=30&partner=&plancode=IR&LastUpdate=3%2F21%2F2007+3%3A53%3A05#
+PM&referrer=www%2Egmacinsurance%2Ecom
```

The Campaign cookie encodes information into a single encrypted cookie value. Cookies are not decrypted into easy to understand text. They are left encoded to make it easier to create events, as they must be based on the actual bytes received in the request block.

If a specific cookie is received from the client and the web server sets that cookie again to the same value or a different value, then RTV displays the same cookie name two times: the first time with the value from the client and the second time with the value from the web server.

The following is an example with the `BV_IDS` cookie received and a new value that is sent back to the client:

```
HTTP_COOKIE=cookies=true;
BV_IDS=ccdgaddjeejfdimcflgcegjdfgndfki.0:@@@@1920104880.11612005200@@@@;
HTTP_SET_COOKIE=BV_IDS=ccckaddjeejfdhgcflgcegjdfgndfki.0:@@@@1231214819.
11612015110@@@@;path=/; |
[cookies]
BV_IDS=ccckaddjeejfdhgcflgcegjdfgndfki.0:@@@@1231214819.11612015110@@@@
cookies=true
BV_IDS=ccdgaddjeejfdimcflgcegjdfgndfki.0:@@@@1920104880.11612005200@@@@
```

[ResponseHeaders] section

If present, this section contains raw HTTP response header variables and values that are associated with this hit.

[RawRequest] section

If present, this section contains the raw HTTP request header and data that is associated with this hit.

[ExtendedUserAgent] section

If user agent detection is enabled, this section contains user agent information from the client that was successfully matched against `Browscap.csv`.

See "Managing User Agents" in the *IBM Tealeaf cxImpact Administration Manual*.

- For more information about enabling extended user agent parsing, see "Tealeaf Reference Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

Table 8. [ExtendedUserAgent] section

Field Name	Use	Source
`TLT_BROWSER`	The user agent string identifies the browser	Client
`TLT_BROWSER_VERSION`	The user agent string identifies the browser version number	Client
`TLT_BROWSER_PLATFORM`	The user agent string identifies the client's operating system	Client
`TLT_TRAFFIC_TYPE`	The type of traffic that comes from the client	Client
`TLT_BROWSER_JAVASCRIPT`	When set to `true`, the client can accept JavaScript.	Client
`TLT_BROWSER_COOKIES`	When set to `true`, the client can accept cookies.	Client

[Referrer] section

The referrer section contains domain and filepath information for the referrer to the page.

[TLFID_*] section

Each fact that is associated with the hit and recorded in the database is stored in the request. This data is automatically indexed.

Table 9. [TLFID_*] section

Field Name	Use	Source
`Searchable`	If this value is set to `true`, the fact is indexed for search.	IBM Tealeaf cxImpact - inserted
`TLFID`	The Tealeaf-generated ID for the fact	IBM Tealeaf cxImpact - inserted
`TLFactValue`	The recorded value for the fact	IBM Tealeaf cxImpact - inserted
`TLDimHash*`	For each dimension in the reporting group, a hash of the recorded value is generated	IBM Tealeaf cxImpact - inserted
`TLDim*`	For each dimension in the reporting group, the plain text value is inserted. • A value of `TLT$NULL` indicates that the value is not defined. **Note:** Only the hashed value of a dimensional value is indexed.	IBM Tealeaf cxImpact - inserted

Displaying UI event pages

If you deploy the IBM Tealeaf CX UI Capture for AJAX solution, you can toggle display of the UI Event pages in the Navigable Pages List.

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

- See “RTV Menus” on page 153.
- For more information about UI Capture, see "UI Capture FAQ" in the *IBM Tealeaf UI Capture for Ajax FAQ*.

Response view

Response view displays the information that is sent by the web server in response to the client's request. The response consists of the HTTP headers and the body of the response.

Response view features three modes:

- Full Response View (Normal view)
- Indexed Response View
- Hexadecimal Display View

Full Response view

In Full Response view, the main window displays the HTML payload of the response.

A properly formed HTML response consists of the outermost enclosing HTML tags (<html> and </html>), the <head> and <body> tags, and all other components of an HTML markup page.

Note: You can use the Find on Page function in the context menu to search for strings in this response.

Indexed Response view

Indexed view approximates the words of the response to be indexed. This view is useful for finding specific words for which you can search. Index view displays a close approximation of the searchable words.

The following figure shows the Nordic Bank home page in indexed view.

```
ASP NET Portal

Nordic Bank Home

Help Center

Home

Account Login

Email

Password

State

Select State
Alabama
Alaska
Arizona
```

Figure 37. Indexed View

Hexadecimal Display view

Hexadecimal Display view shows the hex values of the bytes in the response and the associated ASCII string values on the right side. This view is useful for looking for non-printing ASCII characters.

For example, the standard End Of Line characters in HTML pages, Carriage Return (hex 0A) and Line Feed (hex 0D), can be examined.

An example of the main page of the Nordic Bank in Hexadecimal view is shown in the following figure.

```
  0:  48 54 54 50 2F 31 2E 31 20 32 30 30 20 4F 4B 0D  HTTP/1.1 200 OK.
 16:  0A 53 65 72 76 65 72 3A 20 4D 69 63 72 6F 73 6F  .Server: Microso
 32:  66 74 2D 49 49 53 2F 35 2E 30 0D 0A 44 61 74 65  ft-IIS/5.0..Date
 48:  3A 20 4D 6F 6E 2C 20 30 39 20 4A 61 6E 20 32 30  : Mon, 09 Jan 20
 64:  30 36 20 31 37 3A 33 33 3A 34 35 20 47 4D 54 0D  06 17:33:45 GMT.
 80:  0A 58 2D 50 6F 77 65 72 65 64 2D 42 79 3A 20 41  .X-Powered-By: A
 96:  53 50 2E 4E 45 54 0D 0A 58 2D 41 73 70 4E 65 74  SP.NET..X-AspNet
112:  2D 56 65 72 73 69 6F 6E 3A 20 31 2E 31 2E 34 33  -Version: 1.1.43
128:  32 32 0D 0A 43 61 63 68 65 2D 43 6F 6E 74 72 6F  22..Cache-Contro
144:  6C 3A 20 70 72 69 76 61 74 65 0D 0A 43 6F 6E 74  l: private..Cont
160:  65 6E 74 2D 54 79 70 65 3A 20 74 65 78 74 2F 68  ent-Type: text/h
176:  74 6D 6C 3B 20 63 68 61 72 73 65 74 3D 75 74 66  tml; charset=utf
192:  2D 38 0D 0A 43 6F 6E 74 65 6E 74 2D 4C 65 6E 67  -8..Content-Leng
208:  74 68 3A 20 31 31 36 31 30 0D 0A 0D 0A 0D 0A 3C  th: 11610......<
224:  48 54 4D 4C 3E 0D 0A 09 3C 48 45 41 44 3E 0D 0A  HTML>...<HEAD>..
240:  09 09 3C 74 69 74 6C 65 3E 41 53 50 2E 4E 45 54  ..<title>ASP.NET
256:  20 50 6F 72 74 61 6C 3C 2F 74 69 74 6C 65 3E 0D   Portal</title>.
272:  0A 09 09 0D 0A 09 09 3C 6C 69 6E 6B 20 68 72 65  .......<link hre
288:  66 3D 22 70 6F 72 74 61 6C 2E 63 73 73 22 20 74  f="portal.css" t
304:  79 70 65 3D 22 74 65 78 74 2F 63 73 73 22 20 72  ype="text/css" r
320:  65 6C 3D 22 73 74 79 6C 65 73 68 65 65 74 22 3E  el="stylesheet">
336:  0D 0A 09 3C 2F 48 45 41 44 3E 0D 0A 09 3C 62 6F  ...</HEAD>...<bo
352:  64 79 20 6C 65 66 74 6D 61 72 67 69 6E 3D 22 30  dy leftmargin="0
368:  22 20 62 6F 74 74 6F 6D 6D 61 72 67 69 6E 3D 22  " bottommargin="
384:  30 22 20 72 69 67 68 74 6D 61 72 67 69 6E 3D 22  0" rightmargin="
400:  30 22 20 74 6F 70 6D 61 72 67 69 6E 3D 22 30 22  0" topmargin="0"
416:  20 6D 61 72 67 69 6E 68 65 69 67 68 74 3D 22 30   marginheight="0
432:  22 20 6D 61 72 67 69 6E 77 69 64 74 68 3D 22 30  " marginwidth="0
448:  22 3E 0D 0A 20 20 20 20 20 20 20 20 20 20 20 20  ">..
464:  20 20 20 20 20 20 20 20 3C 66 6F 72 6D 20 6E 61          <form na
480:  6D 65 3D 22 5F 63 74 6C 30 22 20 6D 65 74 68 6F  me="_ctl0" metho
496:  64 3D 22 70 6F 73 74 22 20 61 63 74 69 6F 6E 3D  d="post" action=
512:  22 44 65 73 6B 74 6F 70 44 65 66 61 75 6C 74 2E  "DesktopDefault.
528:  61 73 70 78 22 20 69 64 3D 22 5F 63 74 6C 30 22  aspx" id="_ctl0"
544:  3E 0D 0A 3C 69 6E 70 75 74 20 74 79 70 65 3D 22  >..<input type="
560:  68 69 64 64 65 6E 22 20 6E 61 6D 65 3D 22 5F 5F  hidden" name="__
576:  45 56 45 4E 54 54 41 52 47 45 54 22 20 76 61 6C  EVENTTARGET" val
592:  75 65 3D 22 22 20 2F 3E 0D 0A 3C 69 6E 70 75 74  ue="" />..<input
608:  20 74 79 70 65 3D 22 68 69 64 64 65 6E 22 20 6E   type="hidden" n
624:  61 6D 65 3D 22 5F 5F 45 56 45 4E 54 41 52 47 55  ame="__EVENTARGU
640:  4D 45 4E 54 22 20 76 61 6C 75 65 3D 22 22 20 2F  MENT" value="" /
656:  3E 0D 0A 3C 69 6E 70 75 74 20 74 79 70 65 3D 22  >..<input type="
```

Figure 38. Hex View, with end of line pairs embedded in Response

On the right side of Hexadecimal view, you can see the HTTP headers at the top, and you can see the End of Line pairs that are embedded in the response body.

The W3C standard specifies that each header line is separated by a Carriage Return-Line Feed (CRLF) pair, with two CRLFs in a row that indicate the end of the headers and the beginning of the body.

Displaying UI event pages

If you deploy the IBM Tealeaf CX UI Capture for AJAX solution, you can toggle display of the UI Event pages in the Navigable Pages List.

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

- See “RTV Menus” on page 153.
- For more information about UI Capture, see "UI Capture FAQ" in the *IBM Tealeaf UI Capture for AJAX FAQ*.

Events view

Through RTV, you can review all of the events that are triggered in a specific session.

- To see the list of events, select **View** > **View Events** in the RTV menu.

Depending on the current view when you select the menu command, Events View displays the following events:

View **Events Displayed**

Session list

- Events for all selected sessions
- All sessions if no session is selected

Replay view
Events from current session

Request view
Events from current session

Response view
Events from current session

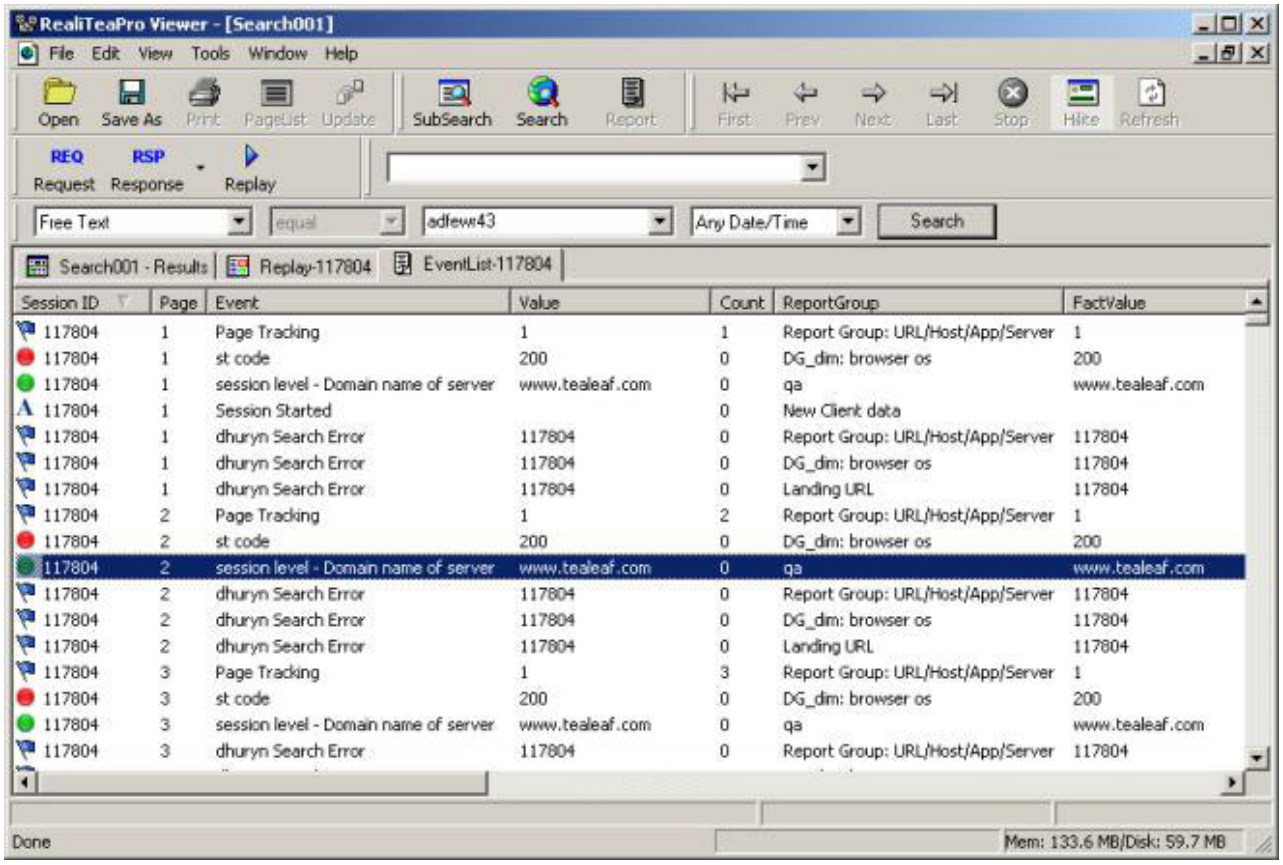
RealiTeaPro Viewer - [Search001]
File Edit View Tools Window Help
Open Save As Print PageList Update SubSearch Search Report First Prev Next Last Stop Hilite Refresh
REQ Request RSP Response Replay
Free Text equal adfewr43 Any Date/Time Search
Search001 - Results Replay-117804 EventList-117804
Session ID Page Event Value Count ReportGroup FactValue
117804 1 Page Tracking 1 1 Report Group: URL/Host/App/Server 1
117804 1 st code 200 0 DG_dim: browser os 200
117804 1 session level - Domain name of server www.tealeaf.com 0 qa www.tealeaf.com
117804 1 Session Started 0 New Client data
117804 1 dhuryn Search Error 117804 0 Report Group: URL/Host/App/Server 117804
117804 1 dhuryn Search Error 117804 0 DG_dim: browser os 117804
117804 1 dhuryn Search Error 117804 0 Landing URL 117804
117804 2 Page Tracking 1 2 Report Group: URL/Host/App/Server 1
117804 2 st code 200 0 DG_dim: browser os 200
117804 2 session level - Domain name of server www.tealeaf.com 0 qa www.tealeaf.com
117804 2 dhuryn Search Error 117804 0 Report Group: URL/Host/App/Server 117804
117804 2 dhuryn Search Error 117804 0 DG_dim: browser os 117804
117804 2 dhuryn Search Error 117804 0 Landing URL 117804
117804 3 Page Tracking 1 3 Report Group: URL/Host/App/Server 1
117804 3 st code 200 0 DG_dim: browser os 200
117804 3 session level - Domain name of server www.tealeaf.com 0 qa www.tealeaf.com
117804 3 dhuryn Search Error 117804 0 Report Group: URL/Host/App/Server 117804
Done
Mem: 133.6 MB/Disk: 59.7 MB

Figure 39. RTV Events View

When sorted by page, this list provides a step-by-step sequence of the Tealeaf events as they occurred in the session.

- To sort the list by any column, click the column header. To sort it in the reverse order, click the header again.
- To close the Event list, right-click the tab label and select **Remove**.

Columns

A list of columns and their description within the Events view.

Column
Description

Event icon
The icon for the event

`Session ID`
The session identifier in which the event occurred. In this view, this value is always the same value.

`Page` The page number where the event occurred

`Event` The name of the event

`Value` The value for the event

`Count` The number of instances of the event on the page

`ReportGroup`
The report group that is associated with the event

FactValue
The value that is recorded for the instance of the event

Dim1Name
The name of Dimension 1 in the report group

Dim1Value
The value of Dimension 1 in the report group

Dim2Name
The name of Dimension 2 in the report group

Dim2Value
The value of Dimension 2 in the report group

Dim3Name
The name of Dimension 3 in the report group

Dim3Value
The value of Dimension 3 in the report group

Dim4Name
The name of Dimension 4 in the report group

Dim4Value
The value of Dimension 4 in the report group

Context menu

To open the context menu, right-click an event in the Events list and select one of the following commands.

Command
Description

Open Session
Open page 1 of the session in replay view and begin playing.

Go to Page
Open the page where the selected event occurred.

View Request Data
View the request data for the page where the selected event occurred.

View Response Data
View the response data for the page where the selected event occurred.

List Pages
View the list of all pages in the session. See “RTV Menus” on page 153.

Exporting the Event list

You can export the Event list to Excel or CSV format.

- To export the Event list to Excel, click**Edit** > **Copy Event List to Excel**.
- To export the Event list to CSV, click **Edit** > **Export Event List to CSV...**.

Creating events

The IBM Tealeaf CX RealiTea Viewer provides multiple perspectives on session data down to the individual field level. Through the RTV interface, you can create Tealeaf events that detect the presence of a variable or value in the request or response of the session.

- You can also create hit attributes to capture values from the request or response.

- For more information about creating events, see "Tealeaf Event Manager" in the *IBM Tealeaf Event Manager Manual*.

Before you begin

When you choose to create an event or hit attribute through the application, RTV connects to the Portal page where these items are created and pre-populates the fields for you.

Before you begin, please verify the following steps:

1. You have access to the Tealeaf Event Manager in the Portal.
   - From the Portal menu, select **Configure** > **Event Manager**. You must be able to access the Event Manager.
   - If you cannot access this page, contact your Tealeaf administrator to enable the menu permissions in your account.
   - See "CX User Administration" in the *IBM Tealeaf cxImpact Administration Manual*.
2. You must provide your Portal credentials to RTV.
   a. From the RTV menu, select **Tools** > **Options...**.
   b. Click the IBM Tealeaf cxImpact tab.
   c. Enter the credentials in the spaces provided.
      - See “Advanced Options tab” on page 207.

Creating events and hit attributes from the Request view

The Request view has multiple context menu items for creating events from text that is found in the Request view.

- See Chapter 3, “Request view,” on page 73.

To open the context menu, right-click an item in the Request view:

Figure 40. Context menu

If you select a variable name such as `TLMergeID`, then an event can be defined to detect for the presence of the variable in the request. You can define a specific value, as needed.

- When you create an event from a request variable or value, the hit attribute to detect the event is automatically created as well.

- For more information about these context menu items, see RealiTea Viewer - Main Window.

Creating events and hit attributes from the Response view

You can create events and hit attributes from the response. The hit attributes used for events can be any sequence of bytes found in the response.

- See “Response view” on page 86.

To create an event from the response, find the pattern of bytes in the response view; right-click the highlighted section and select to create an event or hit attribute.

- For more information about these context menu items, see RealiTea Viewer - Main Window.

In Response view, you can find the entire string, including embedded tags, and create the event from there. Some examples of the hit attributes used for events include:

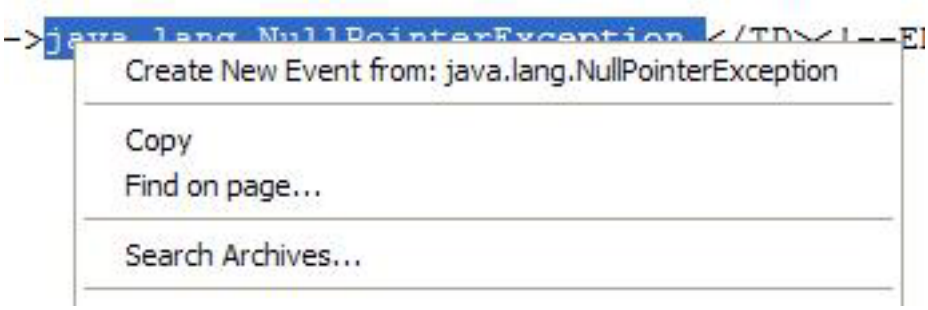

Figure 41. A string "Please fill in the fields flagged RED below" put out by the application layer

Figure 42. A new event created

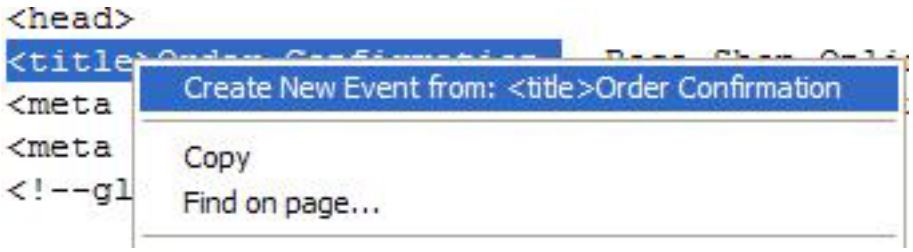

Figure 43. A tracking tag, HitBox, embedded in the HTML.

Figure 44. HTML title of a page

Figure 45. A business transaction string, Order Number

In the preceding figure, after the basic hit attribute is defined, the event can be modified to scrape the order number into one of the user-defined variables.

AJAX Replay

Replay of sessions that use Ajax typically requires capturing UI events that occur in the visitor's browser.

UI Events are captured by including a set of JavaScript files on each page. This JavaScript hooks all UI input, captures it, and periodically sends it back to the web server. This post gets captured along with all other session data and is available at replay time, where it is used to duplicate the actions that are undertaken by the visitor when the session was captured.

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

Is UI Event Capture Required?

If your web application makes Ajax calls only at page load time to populate elements on the page and does not have any dynamic content that changes based on user input, then you do not need UI Event capture. Otherwise, you do.

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

- See "UI Capture for Ajax Guide" in the *IBM Tealeaf UI Capture for Ajax Guide*.

Where to Start

Suppose that you have installed and implemented UI Event capture in your pages and you begin capturing sessions with UI events and Ajax pages. The list of pages is displayed in the left pane of RTV. This list must contain only full HTML pages and UI events. No Ajax pages are displayed.

The following are types of Ajax pages:

- Any dynamically requested content that is going to be processed by client script to update the display
- Some data that the user may or may not immediately see

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

These pages can be XML, a chunk of HTML, a bit of JavaScript, JSON, or other client-side scripting format.

Since they cannot be properly displayed, Ajax pages must be removed from the Viewable Pages List:

1. Step through the session several times to determine which pages must be removed.
   - Any entry that is not displayed to be a full HTML page must be removed.
2. To remove a page, right-click it in the left pane and select **Replay Rules** > **Remove this page from replay**. A dialog is displayed in which you can create a replay rule to remove the URL from any replay.
3. You can edit the URL with simple wildcards to remove similar pages with a single rule.
   - For example, to match an individual page that requires query parameters, you can delete the query string part of the URL (the part after the `?`) and replace the listed content with a `*`. All instances of the URL are removed from replay, regardless of the query parameters in them.
   - You can use any Request name-value pair that positively differentiates the Ajax calls from normal pages.
4. To create the replay rule, click **OK**.

When you create a rule, it is placed in the profile, which is in XML format. The rule is displayed in a `HostProfile` node with the matching host name of the page.

- If you accidentally create a rule that hides pages that you did not want to hide, then:
  - You can delete the rule by editing the profile on the Profile tab of options. See "RTV Profile" on page 191.
  - You can delete the rule from the Request or Response views. Pages that are listed in the Request and Response views that have profile rules that hide them are displayed with a different icon than other pages. Right-clicking on them gives you the option to remove the rule that hides them. See "Replay view" on page 30 or "Response view" on page 86.

Sometimes, a simple URL pattern matching does not uniquely identify Ajax pages without also removing non-AJAX pages. You can also remove pages from the Viewable Pages List by finding values in the Request that uniquely identify them. For example, if all pages use the same base URL, you can have some Ajax pages that can be filtered based on the query string part of the URL.

Suppose that all Ajax pages all have `REQUEST_METHOD=POST`, whereas the non-AJAX pages have `REQUEST_METHOD=GET`. To find these pages, go to the Request view of an Ajax page and locate the `REQUEST_METHOD` entry. Right-click it, and select **Remove page with this Request value from replay**. You can edit the URL pattern, variable name, and value, as needed.

- The Microsoft Ajax toolkit generates URLs of normal pages that are the same as that URLs for Ajax hits. You can use the following Request variable to create rules for these hits:

  ```
  HTTP_X_MICROSOFTAJAX=Delta=true
  ```

- In the absence of the TeaLeaf UI Events capture, you can also choose to treat this page as a Highlight Only page through the context menu. See "Monitoring client UI Events through RTV" on page 149.

Getting the Replay Right

After you remove Ajax pages from the Viewable Pages List, you can attempt to replay the session.

The list of pages must show normal pages with UI events listed between them. After a page load, you can step through the UI events in the list, and RTV populates fields on the page, presses buttons, and triggers the other types of user actions that are captured by UI events. Some of these actions may cause the page content to change. Some may cause AJAX requests to be made, which in turn causes page content to change. Ajax replays rarely work properly the first time they are run.

When replay fails to work, verify the following items:

- An invaluable tool is the window, which shows all the images, JavaScript, CSS, and other pages that are requested as the page loads. It also shows Ajax requests as they are made. You can display it through the View menu.
- The Source column in the Page Load Details window shows how a request was satisfied:
  - *Session* - If the URL that was requested was found in the session, the Source column contains, `Session`.
  - *Remote* - If Source contains `Remote`, then the URL was not in the session, and it was sent back to the original site, which is normal for static content such images, JavaScript pages, and CSS pages. However, if AJAX requests are indicated as `Remote`, they were not found in the session. This situation usually results in the replay failing to work properly.
- RTV matches the URL, and also posted data, if any is present. There are several reasons why RTV might not be able to match up a request with a page that was captured in the session, and the Page Load Details window can help to find them.
  - If you find a `POST` entry in Page Load Details whose source is `Remote`, right-click it. The menu lists all pages in the session whose URL matches the post, and under each URL entry, the menu indicates the matching and non-matching parameters. Some URLs may have wildly different parameters. Locate the page with the most matching parameters, which is closest to your current location in the session. You may be able to resolve the parameters that are causing the problem.
- The most likely cause is that one or more parameters in the query string or in the posted data do not match what was captured. For example, some sites use a timestamp parameter on each Ajax request. Since the current time is never the same in replay as it was during the original capture, the time stamp never matches.

Ignoring Request Variables for URL Matching

You can use a profile rule to tell RTV to ignore a parameter when it tries to match requests that are generated during replay to captured responses. By ignoring request variables, you can improve matching of captured URLs to the server pages they represent.

To create a rule:

1. In the RTV window, click the **Request View** button.
2. Right-click the parameter to ignore in the `[urlfield]` section. Select **Ignore this value for URL and Post data matching**:

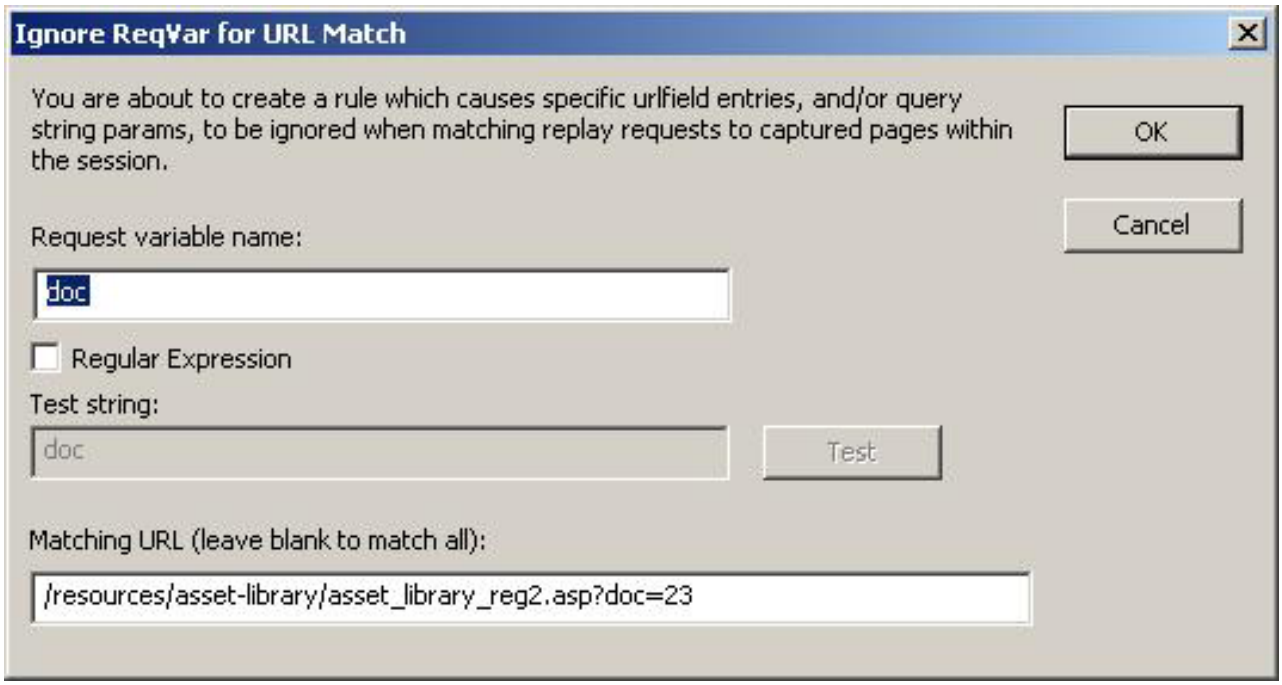
Ignore ReqVar for URL Match
You are about to create a rule which causes specific urlfield entries, and/or query string params, to be ignored when matching replay requests to captured pages within the session.
OK
Cancel
Request variable name:
doc
Regular Expression
Test string:
doc
Test
Matching URL (leave blank to match all):
/resources/asset-library/asset_library_reg2.asp?doc=23

Figure 46. Ignore Request Variable for URL Matching

3. In the spaces that are provided, you can enter the request variable in the `[urlfield]` to ignore for purposes of matching URLs. These parameters can be specific `[urlfield]` fields, query parameters, or other variables that are passed with the request to the server.
   a. Enter the name of the `[urlfield]` variable to ignore. If this variable is found in the section, it is ignored for purposes of matching the URL.
   b. If the request variable name corresponds to a regular expression, click the check box. In the Test string text box, enter the `[urlfield]` string that the regular expression must match. Click **Test**. If the regular expression finds a match in the test string, a success message is displayed.
   c. In the bottom textbox, you can enter the URL pattern against which the ignore rule must be applied.
      - To apply the ignore variable rule against all URLs, leave this field blank.
4. To create the rule, click **OK**.
5. The rule is saved to your local profile.
   - To share this rule with other Tealeaf users, it must be saved in the shared profile that is maintained by Search Server. See "RTV Profile" on page 191.

Hard-Coded Host Names

Using hard-coded host names in Ajax requests can cause problems for replay in RTV. In these cases, blank entries are displayed on Ajax requests in the Source column of the Page Load Details window. When a hard-coded host name is used, RTV is unable to see the requests in a context in which requests can be found in the session data.

Using a hard-coded host name is seldom necessary because omitting the host name causes the request to be relative to the host name of the page from which the request is being made. To work around this issue, you can create `ResponseModify` or `ExternalFileModify` rules to remove the host name from the code that is

building the request's URL. Using a ResponseModify rule, you can replace strings in the URL (for example, `http://www.host.com/` with `/`).

Replay over HTTPS

To ensure a consistent and complete replay, RTV requires access to all content related to a session. When some or all of the content is stored on a server to which RTV does not have access, replay can be incomplete. Suppose an RTV session references images that are stored on a protected server. When RTV reaches out to these assets, it may not be able to download them and display them in the RTV replay. These images are displayed as missing images in the replay.

Content that is stored behind a password-protected site or transmitted over HTTPS cannot be directly accessed. Since many sessions are specific to the user's settings, it can be impossible to re-create the session by using a global login of some kind.

Note: For content stored on a protected server and transferred over HTTPS, for replay fidelity, the recommended practice is to move the content to another unprotected server, where RTV can access it. This practice must be applied only to content that does not require secure storage according to your enterprise IT policies.

In most web applications, static content such as cascading style sheets and images is stored in a consistent location. The basic approach is to move this content to a new unsecured server and then to create a host/port remap rule to map the original host/port to the new host/port on the unsecured server.

For example, suppose that the original content is stored at `https://www.example.com/` and the new content is stored at `http://10.1.1.1/`. After you copy the content from the original server to the new server, you can create a host/port remap rule within your profile to instruct RTV to change any encountered reference of:
`https://www.example.com/`

to:
`http://10.1.1.1/`

Note: Depending on fidelity requirements, you must consider a method by which you can maintain snapshots of static content that become outdated. For example, if the web application is updated with new images and static content, the new version must be stored at:
`http://10.1.1.2/`

For more information about host/port remap rules, see “RTV Profile” on page 191.

Chapter 4. Searching sessions

Through RTV, you can define and run searches of captured sessions and then replay the results in the Viewer.

- After a search returns results, you can complete a subsearch of the results by using newly specified parameters. See “Session search and Subsearch” on page 105.
- Returned sets of sessions are called *result sets*, which can be stored, accessed, and manipulated as a unit. See “Managing result sets in RTV” on page 142.

RTV Search Setup

You can configure the search options in your RTV installation through the application. When RTV is first started, no Search Servers are configured, and the Search button displays the initial Search Setup dialog, as shown in the following figure.

- To open Search Setup in a configured RTV installation, click the Search button in the toolbar. Then, click **Search Setup...** at the bottom of the Search window.

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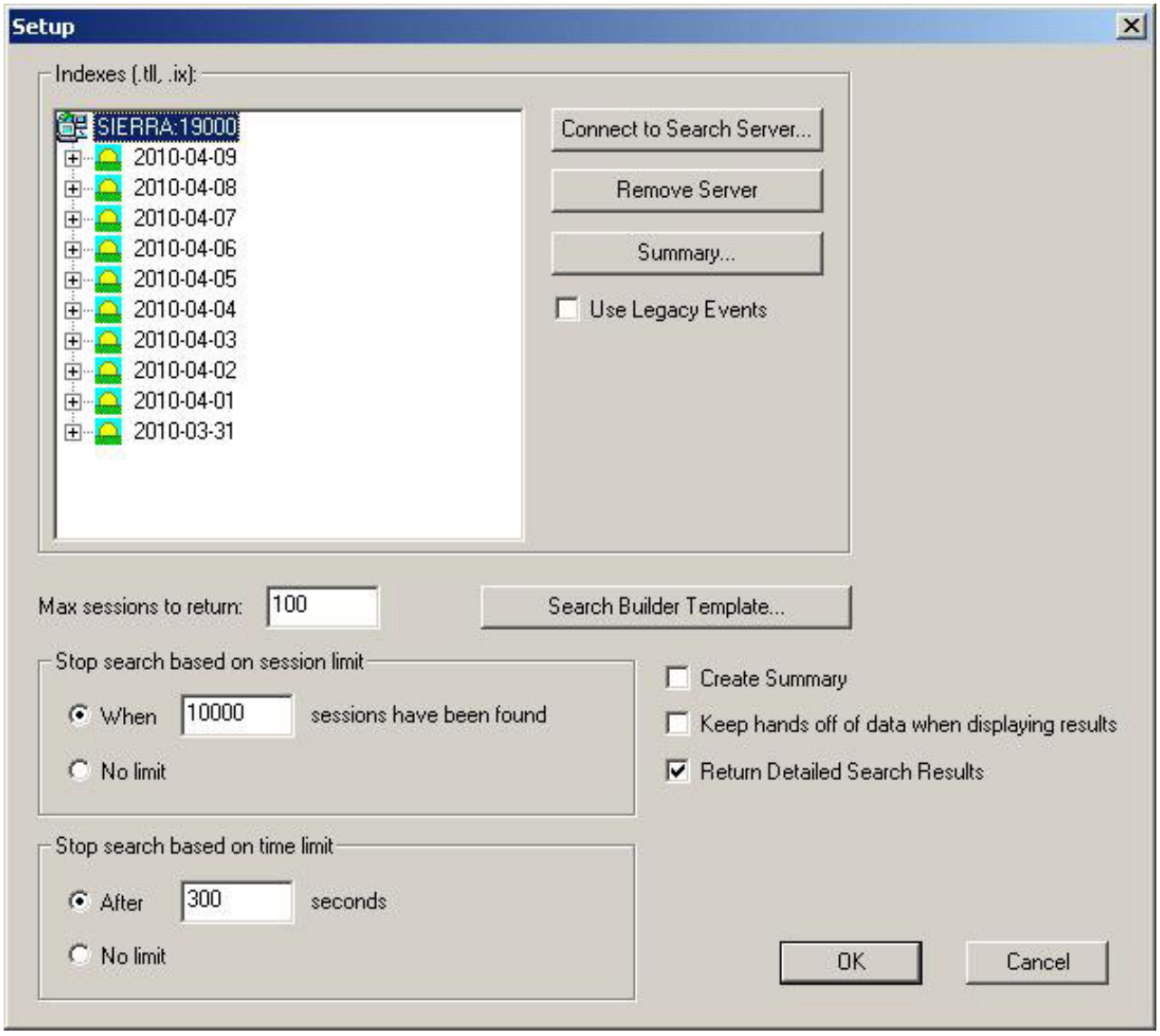


Figure 47. Example of initial search setup dialog

Note: To search for events prior to the 8.0 release, select the **Use Legacy Events** check box. Searches are composed in the legacy format and submitted to the selected Search Server.

Connect to Search Server

The Search Servers to which RTV must submit queries must be specified.

To configure, click **Connect to Search Server**. The following dialog is displayed:

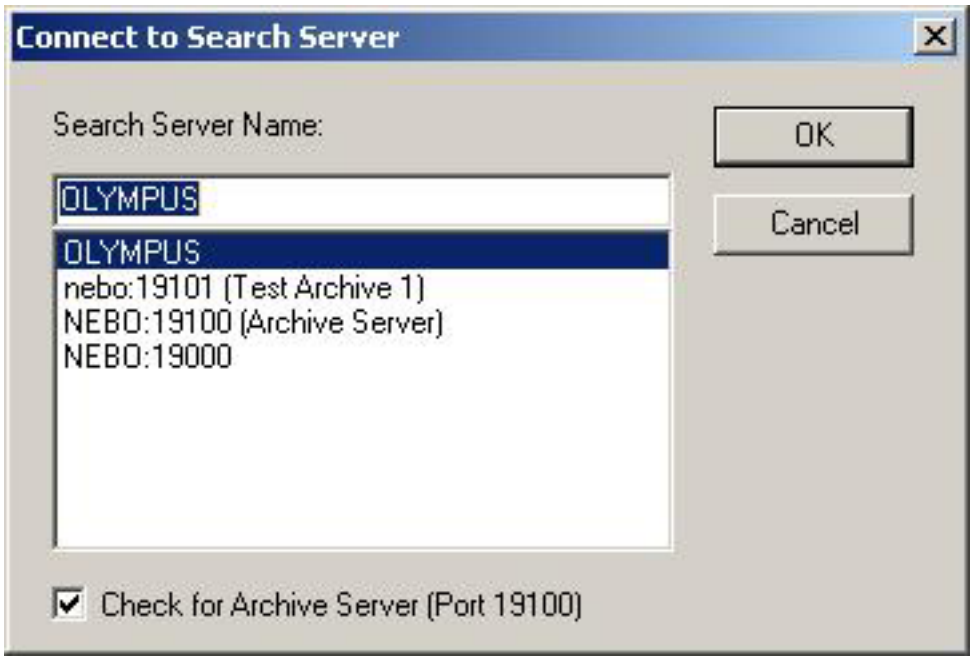


Figure 48. Connect to Search Server

In the upper text box, enter the name or IP address of each Search Server.

- Typically, this name is the name of a Processing Server or an All-in-One server in the IBM Tealeaf cxImpact system.
- Add each IBM Tealeaf cxImpact server in the system.

Note: While you can manually add servers here, you can automatically add them through auto-configuration from the Tealeaf master server. See "RTV Menus" on page 153.

Note: You must connect to only one Tealeaf system at a time. If you have multiple Tealeaf systems in your environment, you must remove the other set of servers when you add a Canister from a new system to the list of Canisters, or inaccurate search results can be returned.

After you populate the list of Search Servers, the Search Setup dialog displays each Search Server to which you can connect and the indexes available on each Search Server.

Note: RTV submits all searches in parallel to each active Canister. It does not remove duplicate sessions across Canisters from search results.

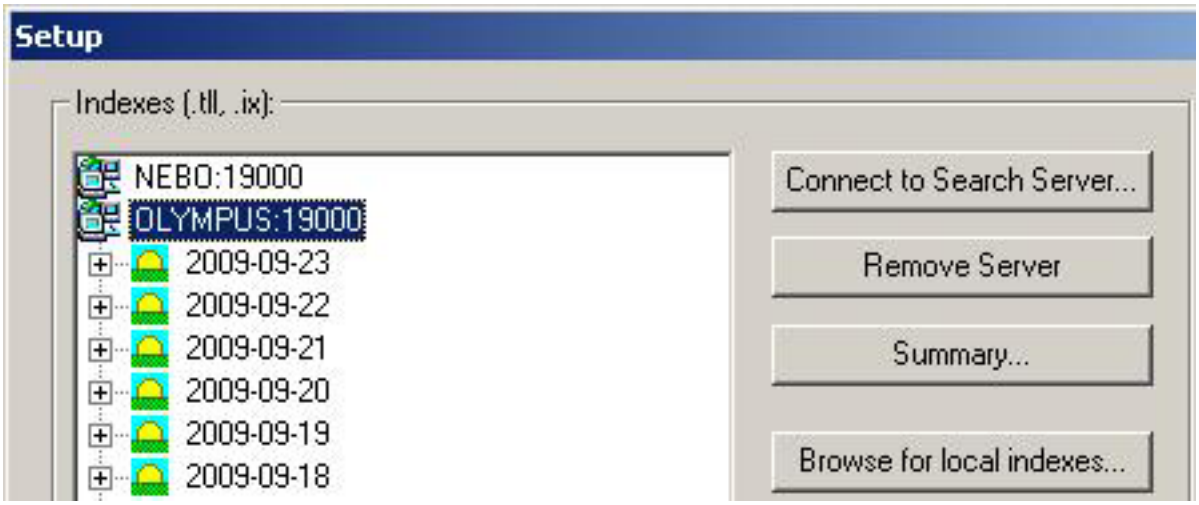


Figure 49. Search Setup Dialog

To remove a server from the search list, select the server name and click **Remove Server**.

Index summary

To see a summary of the indexes of a server, select the Search Server in the Indexes pane and click **Summary**.

RTV generates an HTML page and displays information about all indexes available on the selected server. This summary displays:

- The number of indexes that exist on that search server
- The number of sessions in each index
- The date range that is covered by each index
- The indexing style (fast or extended)
- The total size in bytes for each index and the sum for all of the indexes

Summary information about all indexes:

Header Field
Description

`TLL written at`
Timestamp when the Summary was generated

`Total Indexed Documents`
Total number of documents that are currently indexed on the Search Server

`Total Indexes`
Total number of indexes that are stored on the server

`Total Index Size(bytes)`
Total size in bytes of the indexes that are stored on the server

`IndexStyle`
The style of indexing:

- `FastRsp` - standard indexing
- `Full` - extended indexing (deprecated style)

Below the Summary is detail information about the individual indexes currently accessible to the queried Search Server.

Index Field
Description

Day Date that is covered by the index in YYYY-MM-DD format

Index Index name

Valid If True, index passed last execution of IndexCheck and is considered valid for use.

InUse If True, index is in use by Search Server.

Docs Number of documents that are contained in the index

Size Size of index in bytes

Session Indexes
Canister session IDs of the sessions that are stored in the index

From Timestamp of earliest hit stored in the index

To Timestamp of latest hit stored in the index

Duration
Time span that is covered by the index in HH:MM:SS format

Total Docs
Total number of documents in the index

- This value is different from Docs value only if multiple indexes are written for a single date.

Total Size
Total size of index in bytes

- This value is different from Docs value only if multiple indexes are written for a single date.

Max sessions to return

When you run a widely specified search, you can retrieve many sessions. Downloading all returned items to RTV and displaying them might take a long time and can consume all available memory, so you can use this setting to limit the number of sessions for RTV to display.

- The Max sessions to return setting controls the number of sessions from each search server to be downloaded. The default is 100 sessions.

  Note: A limit of no more than 10,000 sessions is recommended. When a broad search is run without session limits, the limited available memory of the Search Server can quickly fill, causing the search service thread to crash.

Stopping searches

There are two methods to stopping searches: based on session limit and based on time limit.

Based on session limit

When you configure this setting, searches are terminated when the specified number of sessions that match the search query is found.

- By default, RTV completes exhaustive searches. Since you can cancel a search and return the sessions found so far, you can retain the default settings in most situations.

Based on time limit

Running an exhaustive search across many indexes can require quite a bit of time. You may want to retrieve and use results before large searches are completed. You can use this setting to terminate searches after a configurable number of seconds.

Create Summary

Enabling Create Summary instructs RTV to create a summary page of the results of your search.

This summary provides information about the executed search, including the number of pages and sessions that match the query, the date/time of the earliest and latest session, the longest sessions in duration, and the largest session in number of pages.

Search007

(Hit Count is greater than 100)
((TltStsNumHits contains 100~~4096)) and (xfilter (word tltslus1970_1176350400~~tltslus1970_1176955199))
Displaying 3 sessions of 3 word hits in 3 sessions
Generate detailed session summary

Result Summary

Result	Count
PageCount	3
Total	3

Session Summary

Pages Found	2
Sessions Found	3
Earliest Hit	04/12/2007 03:12:15 PM
Latest Hit	04/18/2007 02:14:17 PM
Longest Session (time)	00:00:07
Largest Session (# pages)	324 pages

Figure 50. Example of summary with results

Keep hands off data when displaying results

When this setting is enabled, RTV does not retrieve the data for each session when it loads search results. This setting makes the search results load much faster. When enabled, session data is loaded when you double-click the session to replay it.

- Use this setting if you are encountering out-of-memory conditions during searches or are regularly completing broad searches.

Note: When this setting is enabled, RTV is unable to assemble full field information for the individual word results in the lower pane.

Return detailed search results

When enabled, this option controls whether RTV displays the Hit Session Segment pane in the lower half of the session segment view.

- This option is enabled by default.

Session search and Subsearch

RTV can search for sessions that are stored in IBM Tealeaf cxImpact datastore. RTV issues a search query to Search Server, which returns a set of sessions that match the search constraints.

Note: Session data search in the IBM Tealeaf CX RealiTea Viewer is intended for advanced users who can build custom dtSearch queries through the Advanced Search query builder. For most search functions, Tealeaf recommends using Portal-based search, from which sessions can be loaded in RTV. See "Searching Session Data" in the *IBM Tealeaf cxImpact User Manual*.

- To begin a search for active or completed sessions, click the Search button in the toolbar or select **Edit** > **Search Completed Sessions...** from the RTV menu.

When you open search, you can specify the criteria with which to search Tealeaf session data.

- The search query can contain up to six parameters.
- You can also search active sessions by using a reduced set of query parameters. See “Searching active sessions in RTV” on page 114.
- More detailed search criteria can be specified through the Advanced Search tab. See “Advanced Search tab” on page 114.
- See “Specifying a search in RTV.”

The set of sessions that are returned by Search Server is called the *search session segment*. This list of sessions is displayed in the Session Segment pane.

- The search session segment can include sessions from each searched IBM Tealeaf cxImpact server.
- The maximum number of sessions that are returned by each search server is configurable by each RTV user. See “RTV Search Setup” on page 99.
- See “Search results in RTV” on page 119.

Sessions that are loaded into RTV and displayed in the Session Segment pane can be searched with the Subsearch tool. You can search for any arbitrary text in the Request or Response blocks of a search session segment by using the Subsearch tool.

- It can be used to examine all name-value pairs found in the selected sessions for specific combinations.
- See “SubSearch” on page 117.

Specifying a search in RTV

The Search dialog provides the RTV user two different approaches to creating the search terms, available in different tabs.

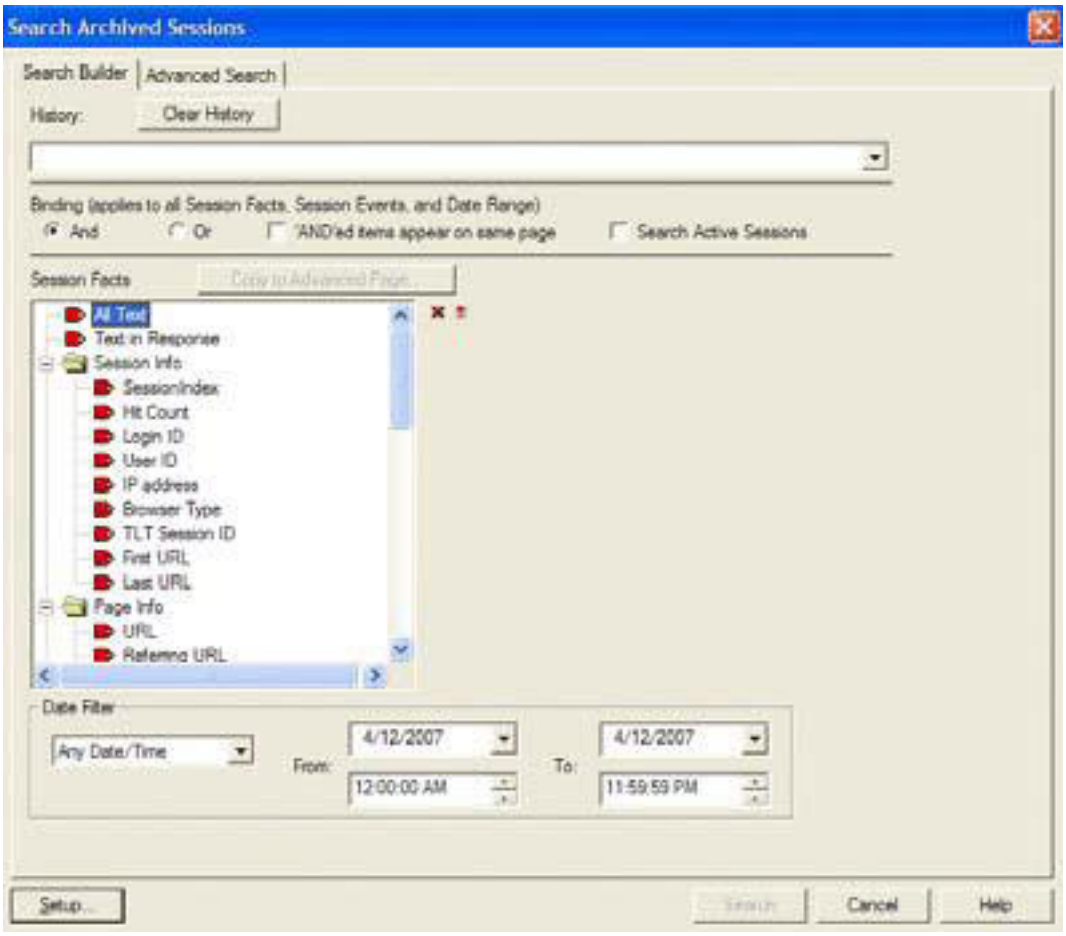


Figure 51. RTV Search

- *Search Builder:* The Search Builder tab creates the queries by using predefined search terms. See "Search Builder tab."
  - By default, RTV search runs searches against completed sessions. Optionally, you can choose to search currently active sessions, by using a reduced set of parameters. See "Searching active sessions in RTV" on page 114.
- *Advanced Search:* The Advanced Search tab allows creating the search query by entering in the search terms as text. See "Advanced Search tab" on page 114.
- Both tabs include a History control and a Date filter.
  - See "Search history list" on page 112.
  - See "Date filter" on page 113.
- When you use RTV search for the first time, you may be required to configure search settings. See "RTV Search Setup" on page 99.

Search Builder tab

You can compose the terms of a search using predefined search terms in the Search Builder.

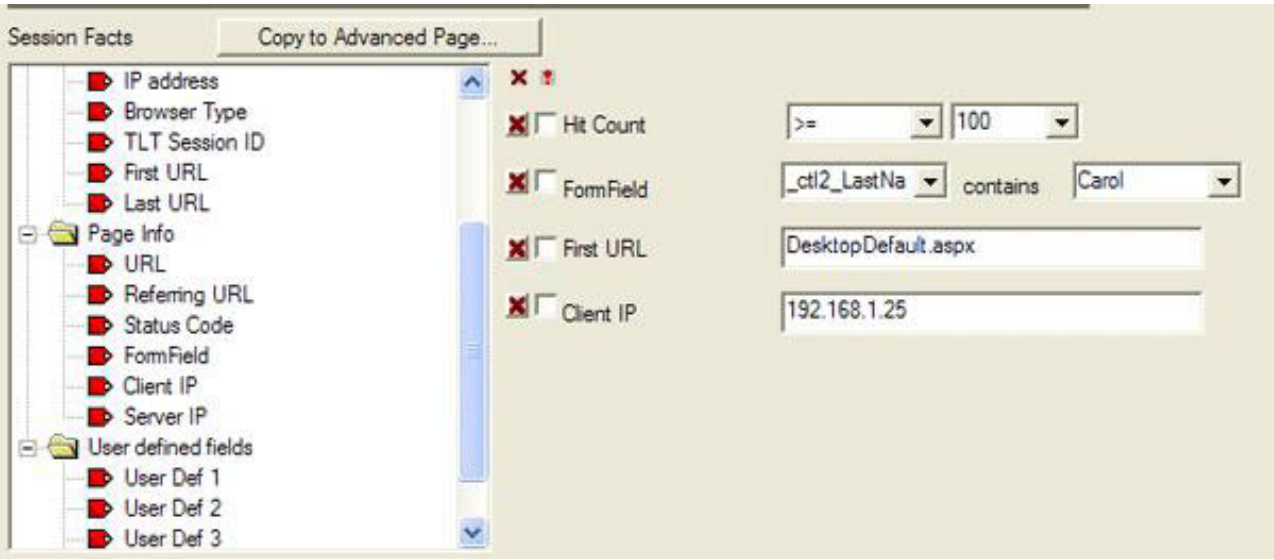


Figure 52. Search Builder

- To add a search term, double-click it. The term is added to the right side of the window. Enter the value for which to search.
- Any valid dtSearch syntax is accepted as a value. You can use wildcards and regular expressions.
  - In general, specify the minimum text that is required to produce meaningful search results; lengthy search terms with extraneous words in them take longer to return the same or marginally improved results.
  - To apply a logical `NOT` to the search term, click the check box next to it.

    Note: Using a `NOT` operator on a search for field values can slow response time. The underlying search engine must retrieve all possible values for the field and then apply the `NOT` to generate correct results.
- To remove the term, click the X icon.
- After a set of search terms has been selected, you may need to modify and refine the terms in the Advanced Search dialog box. To refine, click **Copy to Advanced** to copy the search terms to the Advanced Search tab. See "Advanced Search tab" on page 114.

Notes on RTV search:

- RTV limits any single search to a maximum of six search terms.
- All defined Tealeaf events are listed and can be added as search terms.

  Note: To limit index size, indexed words are truncated to a maximum of 32 characters each. Longer words are truncated at 32 characters to match search terms in the index and are submitted without prompting the user. Tealeaf administrators can change this limit through the configuration options of the Index Service configuration. See "Tealeaf Management System" in the *IBM Tealeaf cxImpact Administration Manual*.
- If auto merge of fragments is enabled, using the NOT option can display improper results. If searching the session for the absence of a search term returns a true result and a related fragment of the session returns a false result (meaning that the term is present in the fragment), both the session and the fragment are listed in the results, even though the term is displayed in the fragment. Avoid using the NOT operator when sessions are fragmented.

  - In general, searches using Boolean search terms can be applied to a single session fragment only, as the underlying search engine is unaware of fragmentation. If the session contains multiple fragments, search results can be inaccurate. Through RTV, you can retrieve search results for one search term and then complete a sub-search of the returned sessions on the other term.
  - See "Annotations in RTV" on page 181.
- When you search for URLs, remove the following punctuation in the URL::
  - colons (:)
  - question marks (?)
  - equal signs (=)
  - ampersands (&)

Binding search terms:

You can define how the search terms are combined by using the Search Builder tab.

Search terms can be combined in the following ways:

- AND
- OR
- And on same page

OR

The OR binding is used to find all combinations of search terms that are displayed in the same session. If a page contains any of the search terms, it is displayed in the search session segment.

AND

The AND binding is used to find all search terms that are displayed in the same session. To appear in the results, Search terms can appear on different pages of the session. A page must contain all search terms that are combined with AND.

And on same page

You can specify all search terms that must be displayed on the same page of the session using the And on Same Page (AOSP) binding.

- You cannot use the NOT operator in search terms for an AOSP search.
- AOSP Binding is not available on the Advanced Search tab, only on the Search Builder tab.

RTV handles the AOSP request by issuing a search request to the Search Servers specifying all search terms combined with AND in the session. Each returned session has all of the terms somewhere in the session fragment. The Search Servers return the maximum number of sessions to return. RTV examines each returned session and discards those sessions that do not have all of the search terms on the same page.

Note: When you do an AOSP search, do not click the Cancel button while the RTV is processing the results, or the results set can be corrupted.

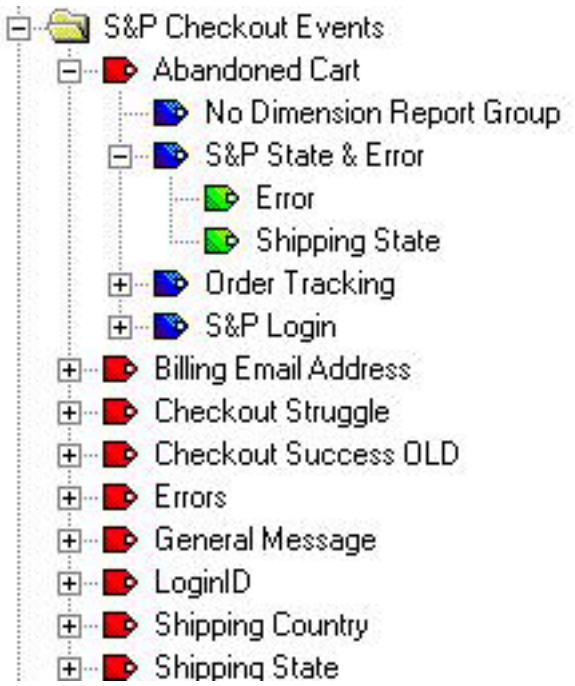
This two-step search process requires careful construction of your queries. Build your query to find the true subset of events on the same page, so that AOSP does not have to weed through many irrelevant sessions.

The Max Number of Sessions Returned setting affects this feature. Since the Search Servers can return no more than the maximum number of sessions, the results can be just a subset of the complete set of matching sessions. That subset may not include any session fragments with all terms on the same page, even if they exist.

Search for event data

In the Search Builder tab, you can specify searches for events and event values, and also the dimensions and dimension values that are associated with specific events.

- Events are organized into groups called *event labels* . In the Search Builder tab, event labels are the folder nodes. They are listed below the search groups that are defined in the search template.
- You cannot search for events that are not configured to be Searchable & Reportable.
- In active sessions, you cannot search for sessions that are set to fire on the `End of Session` or `Last Hit` trigger.
- For more information about configuring events, see "TEM Events Tab" in the *IBM Tealeaf Event Manager Manual*.



In the preceding screen capture, the event label `S&P Checkout Events` contains the event `Abandoned Cart`. This event is associated with two report groups. The report group, event value, and underlying dimensions values constitute a *fact*.

Figure 53. Searching for events, report groups, and dimensions

- `No Dimension Report Group` - all events are associated with this default report group. This fact is recorded in every instance of every event
- `S&P State & Error` - Beneath this report group reference are two dimensions: `Error` and `Shipping State`

When you select the report group entity in the Search Builder, you are choosing to search that fact for the specified event value.

- You cannot search for report groups as an entity.

For each event that is specified in the Search Builder tab, you can click to expand the event tag to display the underlying fact attributes, which include the event values and associated dimensions and dimension values.

- To add any of these items to the search, double-click it, which can also toggle display of any underlying terms.

In the table below, you can review the event-related items in the Search Builder tab and the type of search that can be completed.

- An example query for dtSearch is also listed.

Table 10. Search for Event Data

Icon	Description	Search Type	dtSearch Query	Notes
	event label	no	n/a	Organizing element for display only
	event	existence	`TLFID contains 271`	Search for displayed event by internal event ID (271)
	event value	existence and value	`hit//TLFID_272/ TLFactValue contains example.com`	Searches facts that are recorded in the request for event existence (if blank) or for specific values (if populated)
	dimension value (hashed)	value	`hit//TLFID_272/ TLDimHash1 contains 35fcc022f293e102 ok6af20501de189d88`	Searches facts that are recorded in the request for specific hashed values

Searching for Other Types of Data

This information describes the types of data that you can search for in RTV.

Searching for numeric values:

Note: When you search for numeric values, values are treated as integers. Use of floating point values (for example, `9.99`)can result in false positives.

- In most fields, integers are required by the interface.
- Some fields, such as event value fields, cancontain numeric or text data, depending on the type of field, which means that the integer restriction cannot be imposed by the user interface. For event values that are expecting numeric values, all entered values are converted to integers.
- Session attribute fields are stored as text data, regardless of the type of value in them.

Form field search: You can specify the name of an input tag and its value in the FormField term, under the Page Info node. You can search for pages where visitors enter specific values for inputs in the FormField.

Searching for annotations: You can search for sessions that are based on annotations that are made by Tealeaf users to the session. Annotations are an effective method of tracking activities that are related to specific sessions.

Note: After an annotation is saved into a session, the session must be indexed or reindexed before the annotation is available through search. You cannot search for annotations in active sessions.

Note: To search for annotations that are saved to a session, the Auto Merge option in RTV must be disabled. See “Replay tab” on page 187.

- For more information about adding annotations to a session through RTV, see “Annotations in RTV” on page 181.
- You can also search for annotations through the Portal. See "Searching Session Data" in the *IBM Tealeaf cxImpact User Manual*.

In the Search Builder tab, the following search terms are under the Session info node:

- *Annotations* - Use this text field to enter search terms for the specific annotation note. Wildcards are accepted.
- *Annotation Authors* - You can also search for the author of the annotation based on the author's Tealeaf user ID.

If the above fields are not available in your search template, you can search for annotations and their authors by entering the appropriate search keyword for these search items in the All Text field.

- See "Search Keywords" in the *IBM Tealeaf cxImpact User Manual*.

Searching for session counts:
If you are searching against a large data set or are only interested in counts, you can configure RTV to return only the number of sessions that match the search criteria, plus an example session.

To configure:

1. In the RTV toolbar, click the **Search** button.
2. In the Search Builder, click **Setup...** at the bottom of the window.
3. In the Search Setup window, enter `1` for the Max sessions to return.

   Note: You cannot enter a value of `0` for maximum sessions to return.
4. Clear the **Create Summary** check box.
5. Clear the **Return Detailed Search Results** check box.
6. Click **OK**.

When searches are run using these options, the returned result sets include a single example session and counts of session and word hits.

Searching for IP addresses: If you want, you can create RTV search fields to search for IP addresses in completed seessions in IPv4 format, IPv6 format, or both.

Note: Before you can search for IPv6 formatted addresses, you must update the search templates in use in RTV. See “Search templates” on page 135.

The following fields are to be added:

Table 11. Searching for IP addresses

Field Name	Search Keyword	Description
IP Address	ipv6_remote_addr	Search for IP addresses in IPv6 format or IPv4 format: • For IPv6 addresses inserted into this field, values are expanded, if they are condensed, and zero-padded to ensure a string of consistent length. • For IPv4 addresses inserted into this field, values are expanded into an IPv6-style formatting, in which each of the four octets of the IPv4 is dispersed into the last four groups of the 8-group IPv6 format. • Ranges and wildcards are accepted for this field
IP Address (legacy)	tltstsipaddr	Search for IP addresses in IPv4 format • Data that is entered into fields of this type are zero-padded and normalized into a single string of digits before submission for search.

Examples:

Table 12. Searching for IP addresses

Field Name	Example Value	Description
IP Address	fe80::020b:dbff:fe93:a461-a465	Searches for a range of indexed values for addresses: fe80 0000 0000 0000 020b dbff fe93 a461~~a465 **Note:** For IPv6 addresses, you can specify ranges in one or more groups as needed.
IP Address (legacy)	127.0.0.1	Searches for a single IPv4 addresses: 127000000001 **Note:** For IPv4 addresses, search across ranges of addresses is not supported.

For active sessions, no indexing is done on these fields. As a result, IP addresses of either format are treated as text strings.

Search history list

RTV keeps a history list of your most recent searches. This history list is maintained across RTV sessions and is available in the drop-down at the top of the Search Builder tab.

- The Search Builder tab and the Advanced Search tab maintain separate history lists.

An example is shown in the following figure.

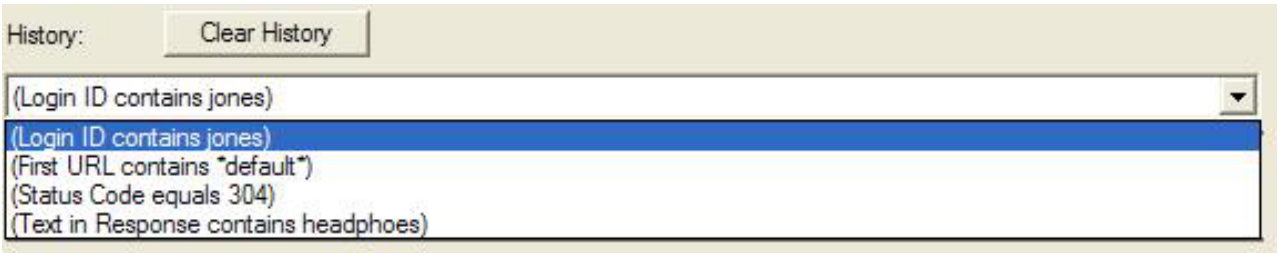


Figure 54. Search Builder

You can select one of these previously run searches from the drop-down, which results in the fields being populated in the Search Builder tab.

- To clear the list, click **Clear History**.

Date filter

Across the bottom of both search tabs, the Date/Time filter can be used to filter the date range for the specified search. Appropriate selection of the Date/Time filter is important for efficient searching.

- There are a number of predefined periods available from the drop-down.

If you are looking for a specific time period for the search, you can select a custom date/time range in the From and To controls in the Date filter.

Figure 55. Date Filter

Searching for pre-release 8.0 sessions

If you have upgraded your Tealeaf solution from a pre-release 8.0 version, your Processing Servers (Canisters) can continue to retain session data in the old format for a some time.

When you configure a search in your upgraded version of RTV, the application queries the Search Server for the date when the Tealeaf solution was upgraded. Canisters are then searched based on the date stamp of the upgrade, in the old format for sessions earlier than the upgrade date and in the new format for sessions after the upgrade date.

- Searches that include session attribute fields are automatically reformatted to search the appropriate session attribute information that is based on the date stamp of the upgrade.

Note: If you are searching a Canister that is not upgraded from pre-Release 8.0, you can configure the Search Builder to be populated with events and event structures in the old format for searching a non-upgraded Canister. See Use Legacy Events.

Returned sessions are delivered to RTV for display in a single session list.

Searching active sessions in RTV

You can configure the search to examine only currently active sessions in the Short Term Canister.

- To search only active sessions, click the Search Active Sessions check box.

Note: Since the sessions to be searched is not closed and indexed, the following search fields are not available in active session search::

- End of Session events
- Last Hit events
- Events recording the last value

Advanced Search tab

In the Advanced Search tab, you can specify specific indexed words and indexed fields for which to search and apply combinations of operators to them. Advanced Search enables much more carefully specification of search criteria.

- For more information about the terms that you can specify in search, see "Search Keywords" in the *IBM Tealeaf cxImpact User Manual*.
- For more information about specifying search criteria through text input, see “Search syntax” on page 127.

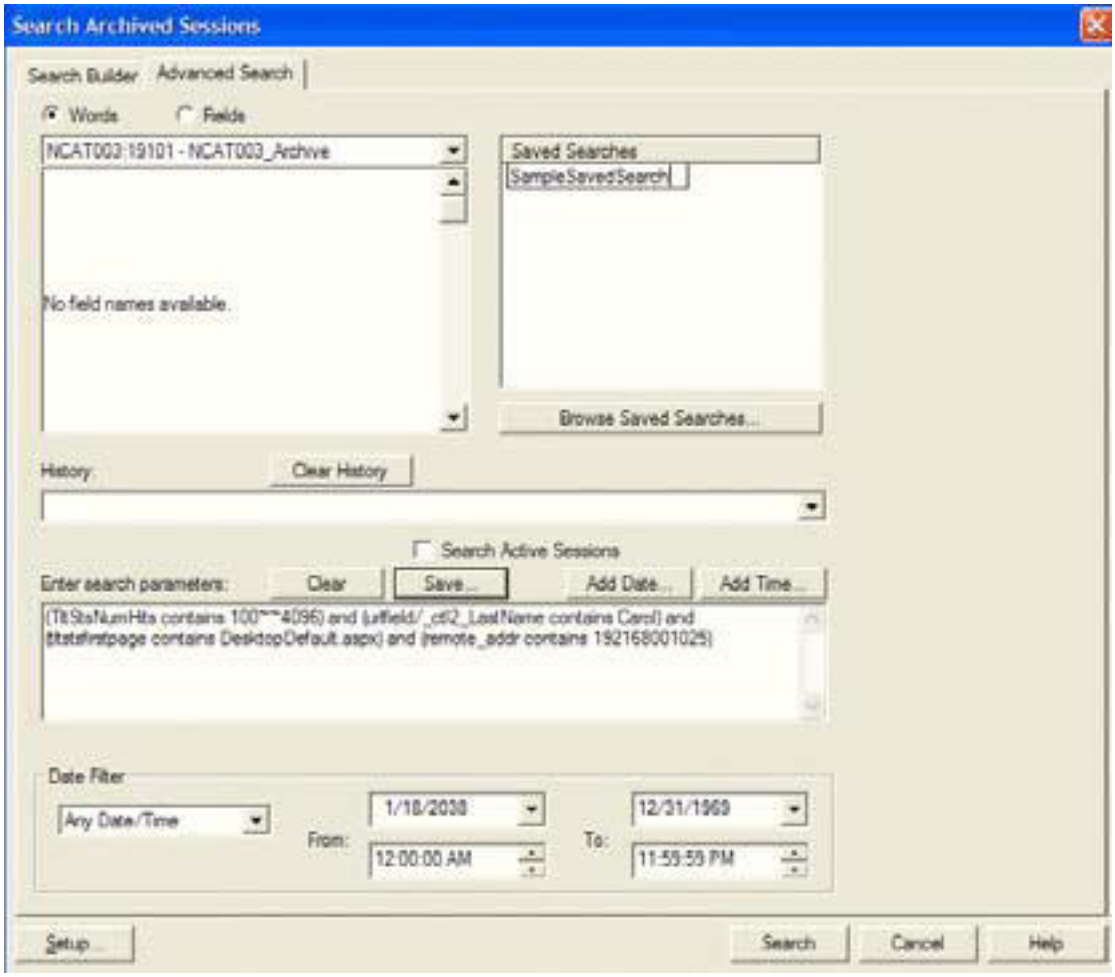


Figure 56. Advanced Search

- You can select specific words or fields from the available indexes on the selected canister. See “Indexed terms” on page 116.
- You can enter search terms by using a simple text block. See “Search parameters.”
- The Advanced Search tab maintains its own search history, which functions like the search history in the Search Builder tab. See “Search history list” on page 112.
- You can apply date and time filters to your specified search criteria. See “Date filter” on page 113.
- You can also specify searches that return time grades for network, roundtrip, and page generation times. See "Searching Session Data" in the *IBM Tealeaf cxImpact User Manual*.
- If needed, you can save the specified search to a local file. See “Saving searches” on page 116.

Search parameters

The Search Parameters textbox contains the currently specified search in the syntax understood by the underlying search engine. When you specify search criteria in the Search Builder tab, those criteria are rendered into the text string displayed in the Search Parameters textbox and passed to the Search Server for execution.

- For more information about the terms that you can specify in search, see "Search Keywords" in the *IBM Tealeaf cxImpact User Manual*.
- For more information about specifying search criteria via text input, see “Search syntax” on page 127.

To add a new term, you can enter a text string or select a term from the available Words or Fields. See “Indexed terms.”

- To insert a date stamp, click **Add Date**. Select the date. The corresponding search term is inserted into the search parameters.
- To insert a time range, click **Add Time**.
- To clear the search parameters, click **Clear**.
- To save the currently configured search, click **Save**.
- To search only active sessions, select the **Search Active Sessions** checkbox.

Indexed terms

You can review the available terms and fields that are indexed in the selected canister.

- *Terms:* For the selected canister, the list of terms that have been indexed is available for use.
- *Fields:* For the selected canister, the list of indexed fields is available for selection.

To begin, select a canister from the drop-down just below Terms and Fields. Depending on which button is selected, the pane below is populated with values.

- To add one of these terms to your search, double-click it. The term is added at the cursor in the specified search.

Saving searches

Through the Advanced Search tab, you can save searches and load them later.

- **To save:** To save the configured search, click **Save**.
- If you want, edit the name of the search in the Saved Searches box.
- The search is saved in XML format to a local directory.
- To see the local directory that contains searches that are saved in XML format, click **Browse Saved Searches**.
- **To load:**
  To load a saved search, double-click its name in the Saved Searches box. The search parameters box is populated with the search terms.
- Generating Result Sets: You can configure RTV to automatically create and save result sets for each set of returned search results.

Executing searches

To run the search that is configured in the Search Builder or the Advanced Search tab, click **Search**.

Searches are submitted to each IBM Tealeaf cxImpact server that maintains session details, which includes all processing servers in the system. These searches are submitted in parallel to all servers at the same time.

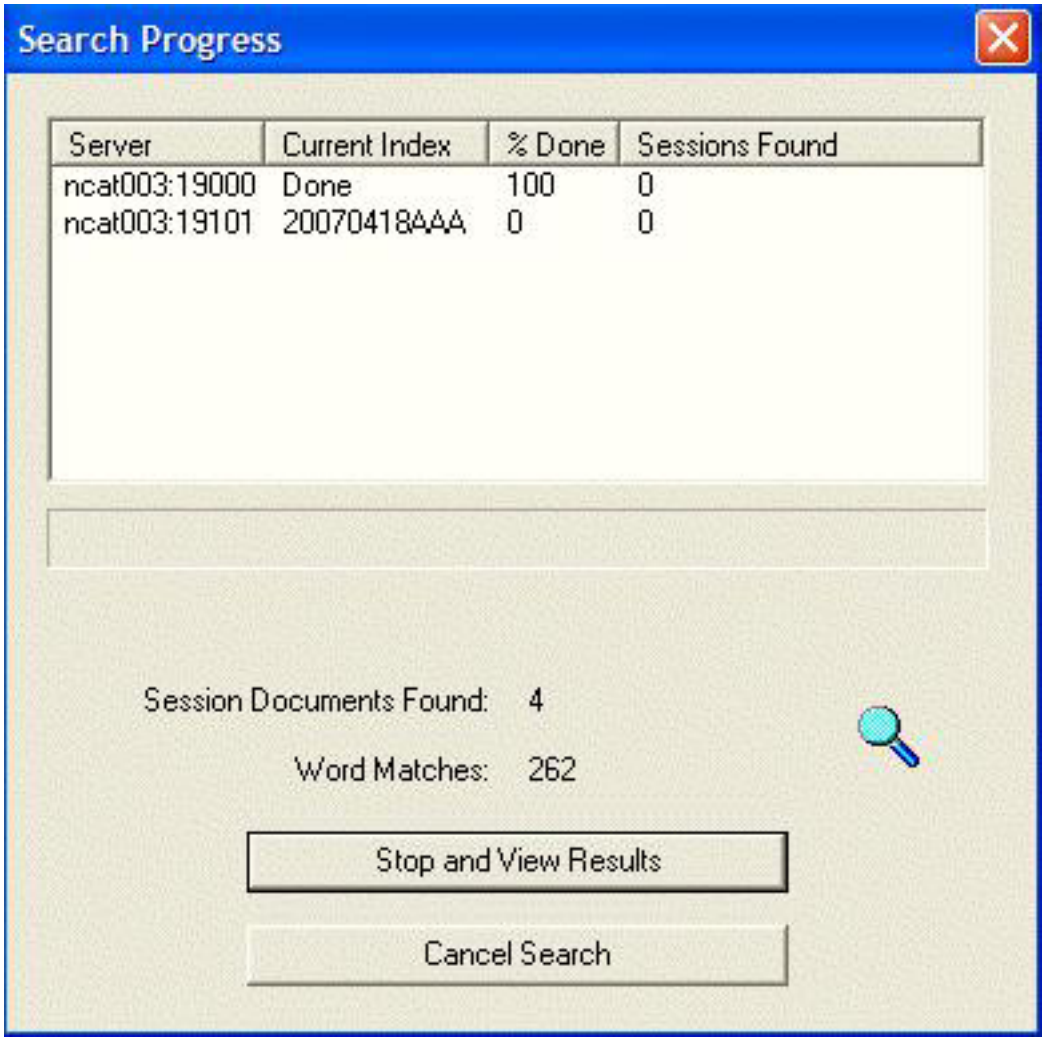


Figure 57. Search Progress Dialog

Note: If you run a search in RTV that returns 0 results and you are able to complete the same search through the Portal and return a positive number of results, additional configuration can be required to make search work within RTV. In some cases, a newly added Search Server must be given an alias within the Portal application to be properly resolved by RTV. See "Aliases" in the *IBM Tealeaf cxImpact Administration Manual*.

The search progress dialog allows you to cancel any search in progress. There are two kinds of cancellations:

- *Cancel Search* aborts the search and returns no results.
- *Stop and View Results* returns the search results found so far.

Note: RTV submits all searches in parallel to each active Canister. It does not remove duplicate sessions across Canisters from search results.

See “Search results in RTV” on page 119.

SubSearch

After a search returns a set of sessions that match the search query, you can search within that set using SubSearch. SubSearch can complete simple searches to look

for specific values in individual fields. To find specific values, RTV must scan the set of returned sessions to create name-value pairs.

- To begin a SubSearch, specify a search and run it. Then, click the **SubSearch** button on the application toolbar.

If the search results contain many records, this process can take a while; start with small SubSearch tasks first. When the SubSearch completes its search, the SubSearch dialog is displayed.

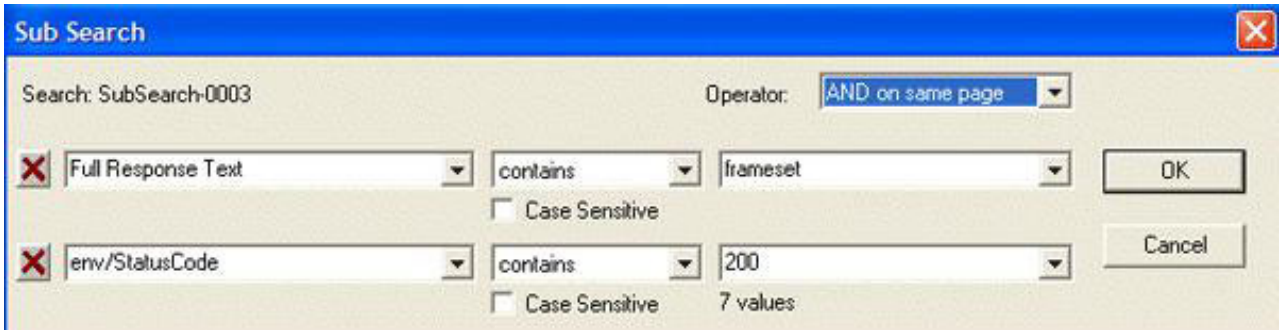


Figure 58. SubSearch

In the SubSearch dialog, you can search the name-value pairs retrieved in the executed search.

- The leftmost column contains drop-downs of the available fields to search. This set of fields is a superset of the indexed fields available for searching.
  - If you select `All Text` from the drop-down, you can search the entire set of name-value pairs.
- The middle column enables the selection of the search constraints on the field.
- For the selected field, the rightmost column contains the list of available fields.
- You can specify how the terms are logically bound together: AND, OR, or AND ON THE SAME PAGE using the Operator drop-down in the upper right of the SubSearch Search dialog. See “Binding search terms” on page 108.

SubSearch for specific fields

You can search for specific fields. Select a field to examine from the leftmost drop-down. In RTV, you can search against ALL fields in the set of sessions.

For example, you can search:

- The standard Request fields of each hit
- The session attribute fields
- The Event attribute fields

SubSearch for custom fields

Any custom fields that are created for indexing in the `[appdata]` section of the request are also available for SubSearch.

SubSearch results

SubSearch results are similar to the Hit Session Segment pane.

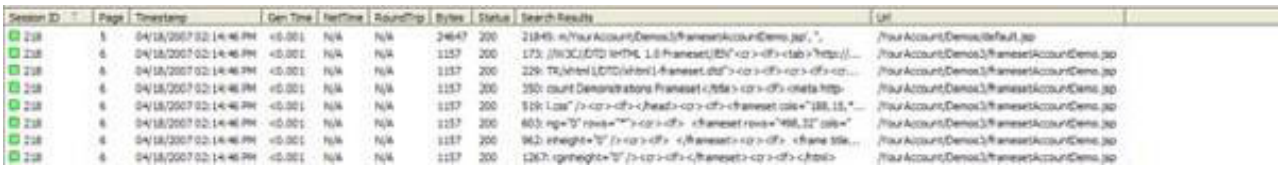


Figure 59. Example of subsearch view of data

Like the Hit Session Segment pane, the SubSearch session segment can also be customized.

- All of the hit attributes, and every field found during the SubSearch, is available to be added to the SubSearch session segment view.
- While you customize the view, you can remove unnecessary fields from the right pane.
- When you select any of the fields in the left pane, all of that field's values across all the sessions in the search session segment are displayed in the bottom pane.
- See "Search results in RTV."

The final result after customization of the view can be a powerful tool for finding the commonalities and the outliers that lead to web application problems.

Session ID	Page	Timestamp	Status	Search Results	Url	env/HTTP_USER_AGENT
218	5	04/18/2007 02:14:46 PM	200	21845: m/YourAccount/Demos3/...	/YourAccount/Demos/default.jsp	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
218	6	04/18/2007 02:14:46 PM	200	173: //W3C//DTD XHTML 1.0 Fra...	/YourAccount/Demos3/framesetAccountDemo.jsp	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
218	6	04/18/2007 02:14:46 PM	200	229: TR/xhtml1/DTD/xhtml1-fra...	/YourAccount/Demos3/framesetAccountDemo.jsp	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
218	6	04/18/2007 02:14:46 PM	200	350: count Demonstrations Fram...	/YourAccount/Demos3/framesetAccountDemo.jsp	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
218	6	04/18/2007 02:14:46 PM	200	519: l.css" /><cr><lf></head>...	/YourAccount/Demos3/framesetAccountDemo.jsp	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
218	6	04/18/2007 02:14:46 PM	200	603: ng="0" rows="*"><cr><lf...	/YourAccount/Demos3/framesetAccountDemo.jsp	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
218	6	04/18/2007 02:14:46 PM	200	962: inheight="0" /><cr><lf> ...	/YourAccount/Demos3/framesetAccountDemo.jsp	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)

Figure 60. Final results following customization

Search results in RTV

When you run a search in RTV, the returned search results are displayed in an individual tab that can be accessed from the main application window.

Each displayed set of search results is given a unique identifier, beginning with `Search001 - Results`.

Note: If the number of search results exceeds 16,384 sessions, then search details are omitted in the returned results to prevent runaway searches. In RTV, these details are displayed in the lower pane of search results.

Note: If the total session data retrieved by RTV exceeds 1.2 GB, RTV stops downloading and displays the session data that is received. This limit prevents large result sets from overloading the RTV application.

Note: Search results can be further filtered by data segmentation. Tealeaf enables the limitation of access to sessions based on events that are created by Tealeaf administrators. If data segmentation is applied to your account permissions by an

administrator, you can be seeing only a subset of all possible sessions available for your search results. See "Configuring the Search Server" in the *IBM Tealeaf CX Configuration Manual*.

- To cancel a search session in progress, click **Cancel** in the Search Progress window.

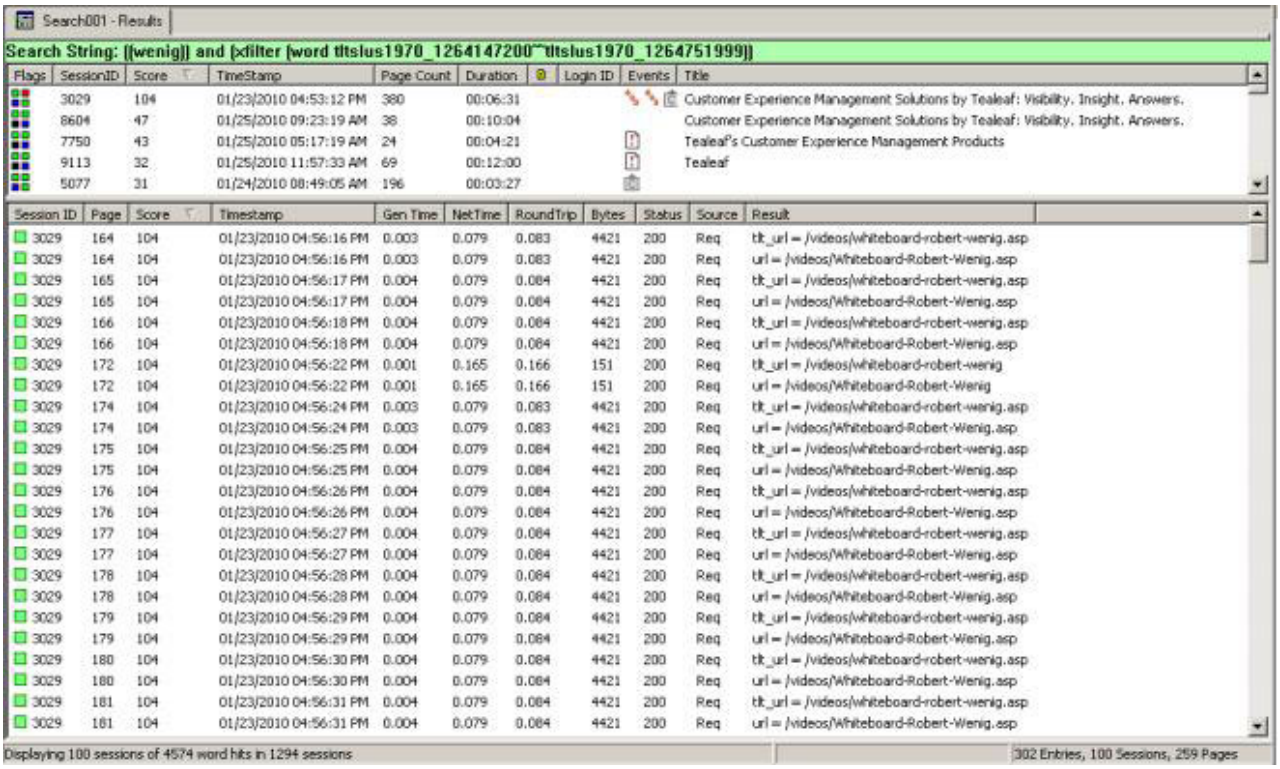

Search001 - Results
Search String: ((wenig)) and (xfilter (word tltslus1970_1264147200~tltslus1970_1264751999))
Flags SessionID Score TimeStamp Page Count Duration Login ID Events Title
3029 104 01/23/2010 04:53:12 PM 380 00:06:31 Customer Experience Management Solutions by Tealeaf: Visibility. Insight. Answers.
8604 47 01/25/2010 09:23:19 AM 38 00:10:04 Customer Experience Management Solutions by Tealeaf: Visibility. Insight. Answers.
7750 43 01/25/2010 05:17:19 AM 24 00:04:21 Tealeaf's Customer Experience Management Products
9113 32 01/25/2010 11:57:33 AM 69 00:12:00 Tealeaf
5077 31 01/24/2010 08:49:05 AM 196 00:03:27
Session ID Page Score Timestamp Gen Time NetTime RoundTrip Bytes Status Source Result
Displaying 100 sessions of 4574 word hits in 1294 sessions
302 Entries, 100 Sessions, 259 Pages

Figure 61. RTV Search Results tab

In a search results tab, the returned session information is presented in two panes:

- *Session List:* The upper pane contains a list of all sessions retrieved by the search. See "Session List pane."
- *Search Results:* The lower pane contains the list of pages in which the search results were found across all sessions in the segment. See "Search Results pane" on page 123.
- Above the Session List pane, the search query that was sent to the Search Server service and generated the results is displayed in green.

Session List pane

The Session Segment is populated by RTV with the list of sessions that match the query terms. This pane is populated as soon as RTV begins to display the results.

Note: RTV submits all searches in parallel to each active Canister. It does not remove duplicate sessions across Canisters from search results.

Flags
SessionID
Score
TimeStamp
Page Count
Duration
Login ID
Events
Title
3029 104 01/23/2010 04:53:12 PM 380 00:06:31 Customer Experience Management Solutions by Tealeaf: Visibility. Insight. Answers.
8604 47 01/25/2010 09:23:19 AM 38 00:10:04 Customer Experience Management Solutions by Tealeaf: Visibility. Insight. Answers.
7750 43 01/25/2010 05:17:19 AM 24 00:04:21 Tealeaf's Customer Experience Management Products
9113 32 01/25/2010 11:57:33 AM 69 00:12:00 Tealeaf
5077 31 01/24/2010 08:49:05 AM 196 00:03:27

Figure 62. RTV Search Results - Session List Pane

As the basic information about each session is populated, RTV begins fleshing out the Session Segment and finding the specific hits that match the search terms, if `Return Detailed Search Results` is enabled in RTV's Search Setup dialog.

Context menu for the Session List pane

After RTV finishes populating the Session List pane, right-click in the upper pane to open the context menu, with the following options.

Command
: **Description**

`Open Session`
: Open selected session for manual replay in a new application tab.

`Auto Replay`
: Begin automated (time-based slide show) replay of the selected session with currently configured options.

`List Pages`
: Displays the list of pages in the selected session in theSession Pages window. See "RTV Menus" on page 153.

`View Request Data`
: Open session in Request View. See Chapter 3, "Request view," on page 73.

`View Response Data`
: Open session in Response View. See "Response view" on page 86.

`Source Info`
: Displays the identity of the Tealeaf Canister in which the session is stored, including the relevant session index within that Canister.

`Find and merge all fragments of this session`
: Completes a search of all Canisters that are configured in RTV's Search Setup for all fragments of this session, which is based on the session identifier, merges them into a single session for replay purposes, and opens the merged session.
  - See "Annotations in RTV" on page 181.

`Customize View`
: Customize the display of the Session List pane. See "Columns in Session List pane."

Columns in Session List pane

The following columns are displayed by default in the Session List pane.

Command
: **Description**

`Flags` Click the entry in the flags column to review the types of pages in the session.

`SessionID`
: The session identifier that is used in the session index.

- For a merged session, this value is the Canister session index that is appended to the Tealeaf session identifier.

Score The search results score for the session.

TimeStamp
Timestamp for when the session ended.

Page Count
The number of pages in the session

Duration
The duration of the session in `HH:MM:SS` notation.

Annotations
If an icon is present in this column, user-created annotations are present in the session.

Login ID
The value of the `LoginID` user-defined field in the Canister, which is populated by a Canister event.

Events Icons indicating the Tealeaf events that were triggered in the session.

Title The title of the first page of the session

Customizing columns in the Session List pane

You can customize the view of the Session List pane in the View Customization window.

In the View Customization dialog, the left pane displays a list of fields available to be added to the Session List pane. The right pane shows the fields that are currently displayed.

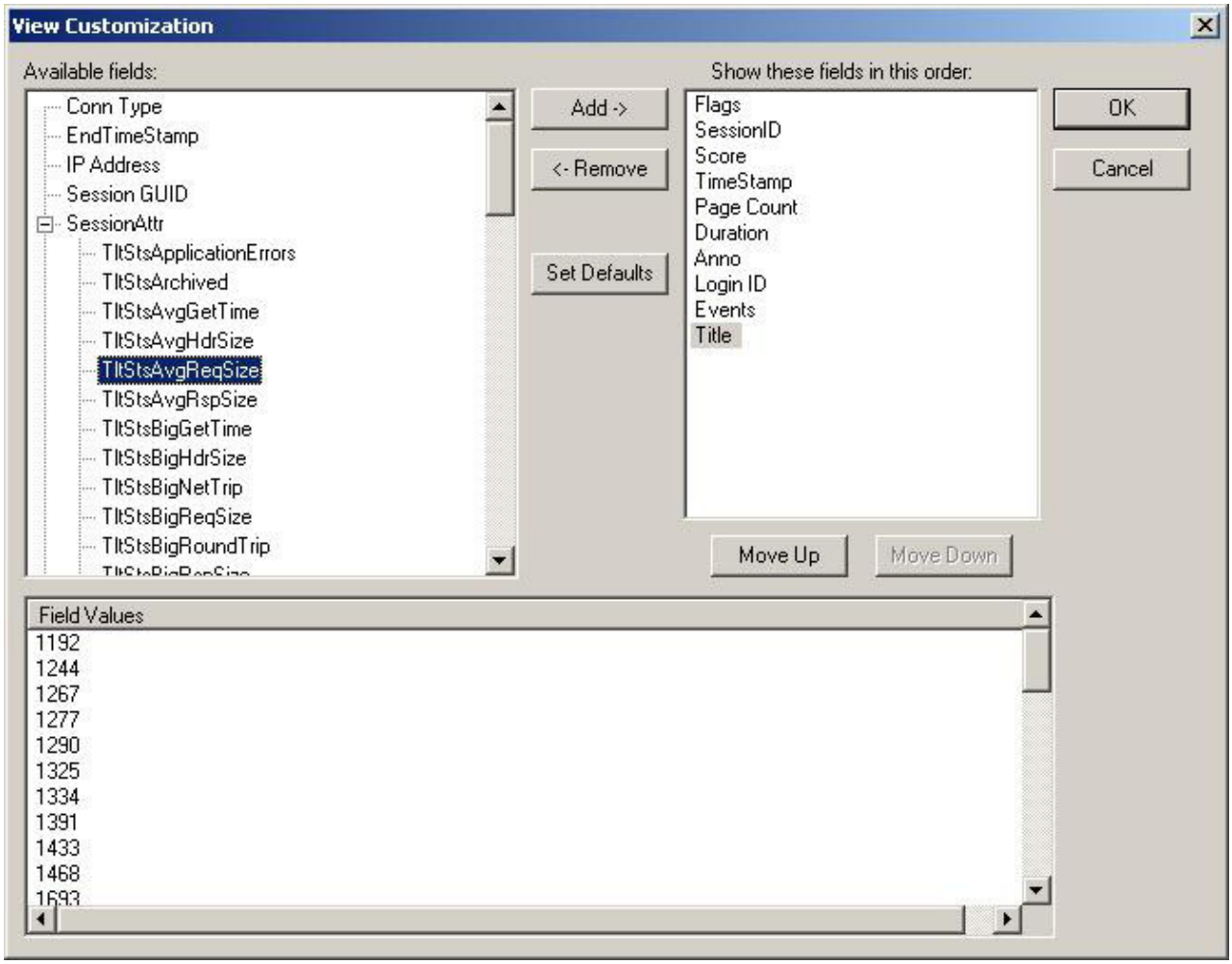


Figure 63. View Customization

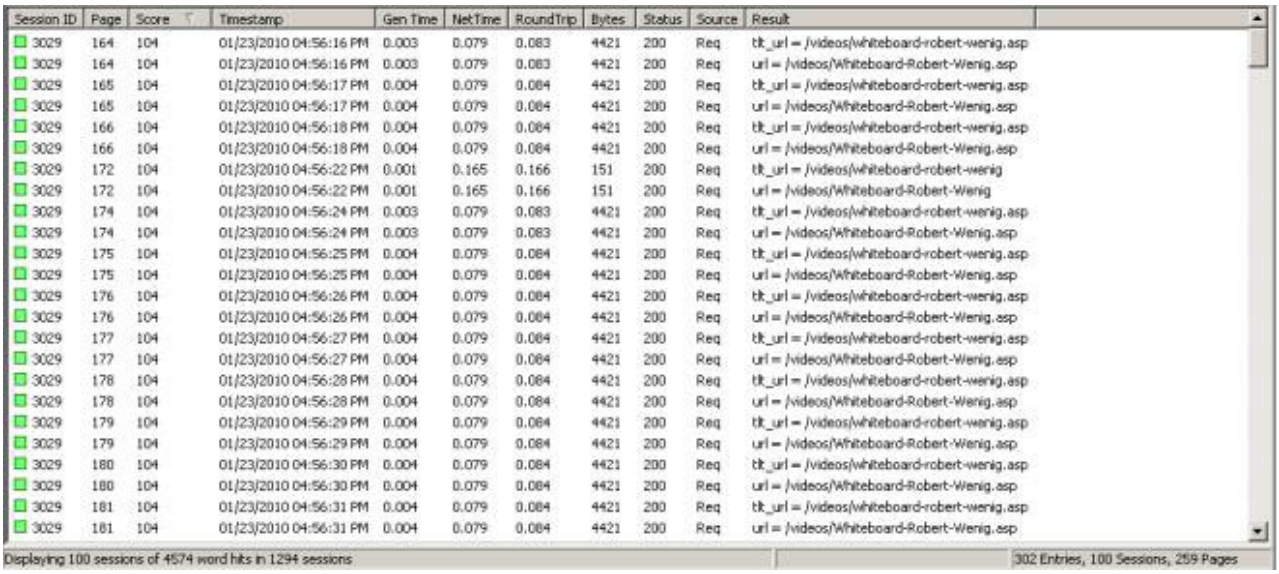
Note: Only fields that apply to the session segment are available to be added. Most of these fields are session attributes. For more information about these attributes, see Chapter 6, "Session attributes," on page 231.

- Changes to these values are local settings only. They are not stored in the user profile.
- To review field values in the current session segment, select a field in the left pane. The field values are displayed in the lower pane.
- To add a field to the pane, select it in the left pane and then click **Add**.
- To remove a field, select it in the right pane and then click **Remove**.
- To rearrange the order of display in the Session List pane, select a field to move and use the **Move Up** and/or **Move Down** buttons.
- To restore the default settings, click **Set Defaults**.
- To close the dialog and display the Session List pane with the new field configuration, click **OK**.
- To cancel changes and return to the Session List pane, click **Cancel**.

Search Results pane

The bottom half of the Search Results view is the Search Results pane, where each hit that matches the search query is listed in a row.

When a session is selected in the upper Session List pane, the pages in that session where one or more of the search terms were found are highlighted in bold in the lower Search Results pane.



Session ID	Page	Score	Timestamp	Gen Time	NetTime	RoundTrip	Bytes	Status	Source	Result
3029	164	104	01/23/2010 04:56:16 PM	0.003	0.079	0.083	4421	200	Req	tlt_url = /videos/whiteboard-robert-wenig.asp
3029	164	104	01/23/2010 04:56:16 PM	0.003	0.079	0.083	4421	200	Req	url = /videos/Whiteboard-Robert-Wenig.asp
3029	165	104	01/23/2010 04:56:17 PM	0.004	0.079	0.084	4421	200	Req	tlt_url = /videos/whiteboard-robert-wenig.asp
3029	165	104	01/23/2010 04:56:17 PM	0.004	0.079	0.084	4421	200	Req	url = /videos/Whiteboard-Robert-Wenig.asp
3029	166	104	01/23/2010 04:56:18 PM	0.004	0.079	0.084	4421	200	Req	tlt_url = /videos/whiteboard-robert-wenig.asp
3029	166	104	01/23/2010 04:56:18 PM	0.004	0.079	0.084	4421	200	Req	url = /videos/Whiteboard-Robert-Wenig.asp
3029	172	104	01/23/2010 04:56:22 PM	0.001	0.165	0.166	151	200	Req	tlt_url = /videos/whiteboard-robert-wenig
3029	172	104	01/23/2010 04:56:22 PM	0.001	0.165	0.166	151	200	Req	url = /videos/Whiteboard-Robert-Wenig
3029	174	104	01/23/2010 04:56:24 PM	0.003	0.079	0.083	4421	200	Req	tlt_url = /videos/whiteboard-robert-wenig.asp
3029	174	104	01/23/2010 04:56:24 PM	0.003	0.079	0.083	4421	200	Req	url = /videos/Whiteboard-Robert-Wenig.asp
3029	175	104	01/23/2010 04:56:25 PM	0.004	0.079	0.084	4421	200	Req	tlt_url = /videos/whiteboard-robert-wenig.asp
3029	175	104	01/23/2010 04:56:25 PM	0.004	0.079	0.084	4421	200	Req	url = /videos/Whiteboard-Robert-Wenig.asp
3029	176	104	01/23/2010 04:56:26 PM	0.004	0.079	0.084	4421	200	Req	tlt_url = /videos/whiteboard-robert-wenig.asp
3029	176	104	01/23/2010 04:56:26 PM	0.004	0.079	0.084	4421	200	Req	url = /videos/Whiteboard-Robert-Wenig.asp
3029	177	104	01/23/2010 04:56:27 PM	0.004	0.079	0.084	4421	200	Req	tlt_url = /videos/whiteboard-robert-wenig.asp
3029	177	104	01/23/2010 04:56:27 PM	0.004	0.079	0.084	4421	200	Req	url = /videos/Whiteboard-Robert-Wenig.asp
3029	178	104	01/23/2010 04:56:28 PM	0.004	0.079	0.084	4421	200	Req	tlt_url = /videos/whiteboard-robert-wenig.asp
3029	178	104	01/23/2010 04:56:28 PM	0.004	0.079	0.084	4421	200	Req	url = /videos/Whiteboard-Robert-Wenig.asp
3029	179	104	01/23/2010 04:56:29 PM	0.004	0.079	0.084	4421	200	Req	tlt_url = /videos/whiteboard-robert-wenig.asp
3029	179	104	01/23/2010 04:56:29 PM	0.004	0.079	0.084	4421	200	Req	url = /videos/Whiteboard-Robert-Wenig.asp
3029	180	104	01/23/2010 04:56:30 PM	0.004	0.079	0.084	4421	200	Req	tlt_url = /videos/whiteboard-robert-wenig.asp
3029	180	104	01/23/2010 04:56:30 PM	0.004	0.079	0.084	4421	200	Req	url = /videos/Whiteboard-Robert-Wenig.asp
3029	181	104	01/23/2010 04:56:31 PM	0.004	0.079	0.084	4421	200	Req	tlt_url = /videos/whiteboard-robert-wenig.asp
3029	181	104	01/23/2010 04:56:31 PM	0.004	0.079	0.084	4421	200	Req	url = /videos/Whiteboard-Robert-Wenig.asp

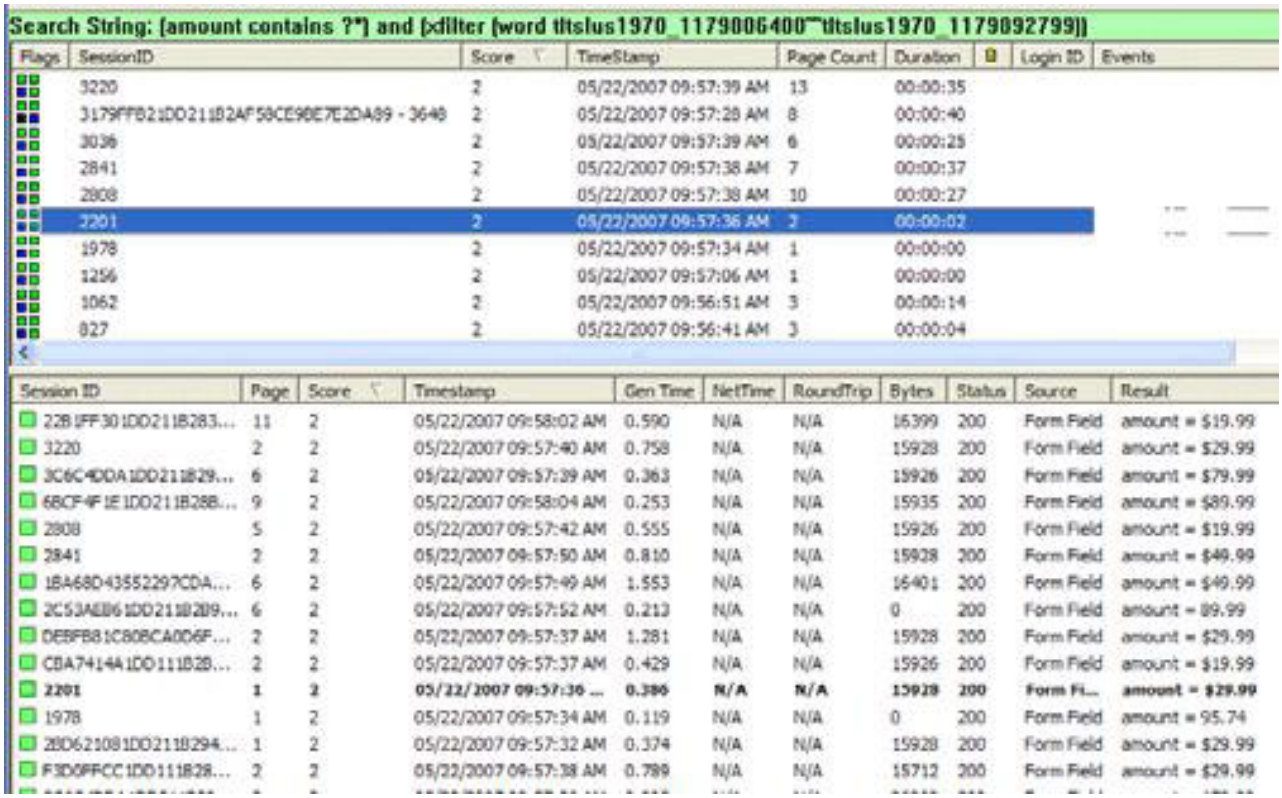
Displaying 100 sessions of 4574 word hits in 1294 sessions | 302 Entries, 100 Sessions, 259 Pages

Figure 64. RTV Search Results - Search Results Pane

If the search query has multiple terms and a page matches more than one term, the page is listed in one row for each term that matches. For example, suppose that the search query has two terms (Free Text search for `Bob` or `Mary`), and the words `Bob` and `Mary` both are displayed on page 6 of a session. Page 6 is listed twice in the Hit Session Segment.

- Row 1: The Page column contains `6`, and the Result column contains `Bob`.
- Row 2: The Page column contains `6`, and the Result column contains `Mary`.

Here is an example search result:



The preceding figure shows a search for the field `amount` containing a non-null value. In the Session List pane, the Session ID `2201` is selected, and the corresponding hit is highlighted in bold in the lower Search Results pane. Both rows contain the value `2201` in the SessionID column.

Figure 65. Example search results

- The Search Server query is displayed in the green bar above the Session List pane.

The second column is the Score. Each found search term increments the score for the session. The session that is labeled 2201 has a score of 2 because the value found in the field named "amount" consists of two words, "29" and "99".

On the far right side of the Search Results pane is the Result column, which shows the value of the **Amount** field for every hit.

Context menu for the Search Results pane

Most of the displayed options are also available in the context menu for the upper pane.

Specific to the Search Results pane, you can configure either of the following options:

Command
Description

`Double-Click replays session`
When this option is selected, double-clicking a row in this pane begins replay of the session from the selected page.

`Double-Click opens Req, Rsp, or Session Attributes`
When this option is selected, double-clicking a row in this pane opens the

page in Request View, Response View, or the session attributes, depending on where the search results were found in the page.

- For more information about Request View, see Chapter 3, "Request view," on page 73.
- For more information about Response View, see "Response view" on page 86.
- Session Attributes are displayed in the request buffer of the page. For more information about Request View, see Chapter 3, "Request view," on page 73.

Columns in Search Results pane

Each row of the Search Results pane corresponds to a found result for one of the terms in the search query.

For each found result, the following columns are displayed by default in the Search Results pane:

Command
Description

SessionID
The session identifier that is used in the session index. This value corresponds to the SessionID column in the Session List pane. See "Customizing columns in the Session List pane" on page 122.

Page Page number in the session where the search result occurred.

Score The search results score for the page.

TimeStamp
Timestamp for when the page occurred.

Gen Time
The time that is required for the web application to generate the page

NetTime
The time that is required to transfer the page across the network to the client browser

RoundTrip
The time between the user initiating the request for content and the receipt by the client of the final response packet

Bytes The number of bytes in the page

Status The HTTP status code for the page, if applicable.

- See "Viewable Pages list" on page 38.

Source The source of the search match. Possible values:

- Session - stored in the session attributes
- Req - stored in the request of the hit
- Rsp - stored in the response to the hit
- Form Field - stored in the [urlfield] section of the request

Result Displays the search term and the detected value that is displayed in the page.

Customizing columns in the Search Results pane

There are default columns available the Search Results pane. You can customize the list columns that are shown in this pane.

Note: In the View Customization window for the Search Results pane, you can include a wide variety of data in displayed list. Customizing the columns in the pane is useful for tracking down the source of errors.

In theView Customization window, the upper-left pane contains the fields available to be added to the Search Results pane's list of columns. The right pane contains the fields currently showing on the page.

- You can add per-page data to the displayed columns in theView Customization window and then export the view to Excel or CSV format, which effectively exports session data from RTV. See “Exporting session data from RTV” on page 147.
- For more information about the View Customization window, see “Customizing columns in the Session List pane” on page 122.

Scoring Search Results

This information describes how search results are scored and ranked by Tealeaf. When a session segment is created, it uses a default value of 1000 sessions from the search that is completed. When the defined limit of sessions is exceeded in the results, some rules are applied to the sessions to determine which ones are shown to the requesting user.

Each session is assigned a score that is based on what was found in it and the number of occurrences. The score is a count of words that were found for each search term.

- If you search for a phrase in the response, a session that contains five instances of that phrase is more likely to be returned than a session that contains two instances of the phrase.
- If you search for a session-level attribute that is displayed only once in the session, that search item yields only one hit per session. As a result, the score is consistent across all returned sessions. In this case, the most recent sessions are returned, as the search indexes are searched from new to old.

  Note: Events are indexed as session-level attributes. No matter how many times an event fires in a session, it can generate one only search hit.

Search syntax

The syntax for the search terms is straightforward. All search terms are not case-sensitive. Search terms can be grouped by using parentheses.

- For more detailed information about the search syntax, visit the dtSearch download page:
  http://www.dtsearch.com/download.html

Keywords

This setting finds a list of words or phases that match any or all of the terms.

- Use quotation marks (") around phrases
- Add + in front of any word or phrase to require it
- Add - in front of any word or phrase or to exclude it

Examples

```
banana pear "apple pie"
"apple pie" -salad +"ice cream"
```

Boolean

This setting finds a structured group of words or phrases that are linked by `and`, `or`, `not`, and `w/`.

Table 13. Examples:

Search Term	Matches
`tart apple pie`	the entire phrase must be present
`apple pie and pear tart`	both phrases (`apple pie` and `pear tart`) must be present
`apple pie or pear tart`	either phrase (`apple pie` or `pear tart`) must be present
`apple pie and not pear tart`	only `apple pie` must be present
`apple w/5 pear`	`apple` must occur within 5 words of `pear`
`apple pre/5 pear`	`apple` must appear first and `pear` must appear within 5 words
`apple not w/27 pear`	`apple` must not occur within 27 words of `pear`
`subject contains apple pie`	finds `apple pie` in a subject field

Note: Use `( )` when a search includes two or more connectors for accurate specification. For example, `apple and pear or orange juice` could mean either:

- `(apple and pear) or orange`
- `apple and (pear or orange)`

Special characters

This setting finds special characters that match the search terms.

Search Term
Matches

? Matches any single character:
- `appl?` matches `apply` or `apple`

***** Matches any number of characters
- `app*ion` matches `application` and `appellation`

***** Matches any string at all

?* Matches "any word"

~~ Indicates numeric range:
- `14~~18` looks for 14, 15, 16, 17 or 18

Weights

By default, all words in a request are counted equally in search results. You can change this weighting by specifying the relative weights for each term in your search request.

Variable term weighting allows the weight of each search to be specified in the search request. When results are returned, they are stored based on the weights. For example:

```
apple:5 and pear:1
```

The preceding request retrieves the same documents as the search `apple and pear`. However, the search engine weights `apple` five times as heavily as `pear` when it sorts the results.

You can apply weights to the following Boolean search terms:

```
(description:5 contains (apple and pear)) or
(author:2 contains ("John Smith"))
```

Note: When you run a search through Request view, punctuation is stripped from the search terms when you populate the search box, so that you do not inadvertently submit special punctuation to the search engine. See Chapter 3, “Request view,” on page 73.

Searching within fields

The IBM Tealeaf cxImpact search system includes the concepts of fields. All of the lines in the Request block are fields of the format `name=value`.

To search for these pairs, format the search as follows:

```
(name contains value)
```

A term with a `contains` clause is just like any other search term and can be combined with other containing terms or simple terms.

The `value` part of the containing term can itself be a list of values.

- For example:

  ```
  (loginid contains (smith or jones or clark))
  ```

- The `not` operator is supported. For example:

  ```
  (loginid contains not (smith or jones or clark))
  ```

In the Request block, all lines in the `[URLField]` and `[AppData]` sections are indexed. Since every line in the `[URLField]` section represents one of the Input tags on a submitted page form, this mechanism can be used to search for specific user inputs.

Note: When you specify `[URLField` field names in a text string search, you must perform some character substitution to match how the indexes are formatted. See "Character Indexing" in the *IBM Tealeaf cxImpact Administration Manual*.

Note: Some lines in the Request block are not indexed and cannot be searched. For more information about what is indexed and searchable, see Chapter 7, “What is indexed and searchable,” on page 239.

If you search for a field name without using a `contains` clause, Tealeaf indicates that the field exists on the first page of the session. For example, searching for `loginid` only. To find each page where a particular `[URLField]` exists regardless of its value, you can:

- Search for the field alone and use SubSearch to search for the field again. The SubSearch result pane indicates the page where it exists.
- Search by using the wildcard (`loginid contains *`), which produces a hit session segment that identifies the exact pages where the field is displayed. These results can be large.

Searching among multiple fields

You can specify searches that examine a sequential set of fields.

For example:

```
(name to description) contains My Company
```

In the preceding example, the search query examines all fields between `name` and `description` for the string `My Company`.

Complex searching for events

Building searches in the Search Builder tab is the easiest method to create them. However, some searches cannot be specified by using this method. Complex event searches are searches that combine searching for events with other search terms that cannot be expressed in the Search Builder tab.

For example, suppose you want all sessions that have the event "Credit Card Invalid" and `LoginID contains Bob or Mary` as your search term. An example of the original search in the Search Builder tab follows:

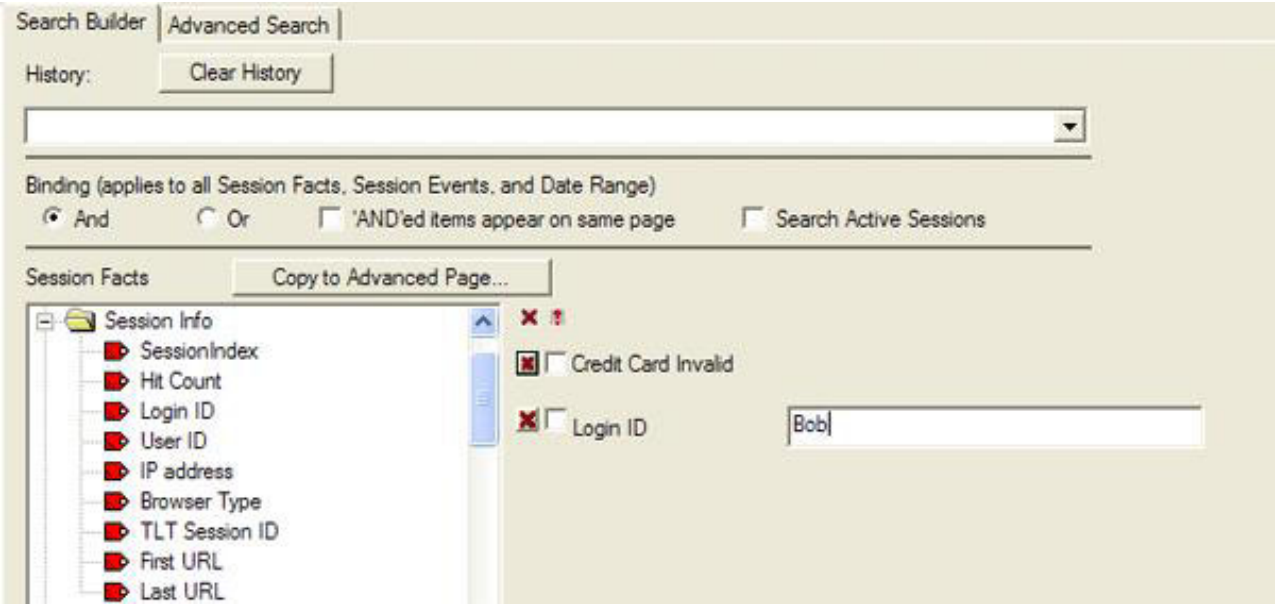


Figure 66. Example of original search in Search Builder tab

This search cannot be fully composed in the Search Builder tab, so the **Advanced Search** tab must be used:

1. Select the desired event and the LoginID session attribute in the **Search Builder** tab.
2. Click **Copy to Advanced Page**.
3. The search is displayed in the **Advanced Search** tab.
4. Edit the contains clause so it includes `Bob and Mary`, joined by the `or` operator, as shown in the following figure:

Figure 67. Edit the contains cause

5. You now have the search clause that you need.

When you search for an event by using the Advanced Search tab, specify the event by using the unique ID assigned to that event. This information can be found in the Tealeaf Event Manager for each event, but the easiest way is to define the event search terms by using the Search Builder tab and to copy these terms to the Advanced Search tab.

Saved searches

After constructing a search, you can save the search for later use or to share it with others.

1. To save it, click **Save Search**.
2. You can save the current search that is defined in the editing box as an `.XML` file in the following directory:
   `%userprofile%\Application Data\TeaLeaf\RealiTea\SavedSearch`
3. Each saved search creates one `.XML` file, and these files can be shared.

Selecting a saved search opens it in the Search Editor area.

Active searches

When Active Searches are enabled, RTV searches the Active sessions currently in every applicable Tealeaf server for the search terms.

Active searches are different from Archive searches. An Active search examines sessions that are still in progress, which means that the session data is not yet indexed. The following limitations apply to Active searches:

- The stored session data has no awareness of fields; the `contains` operator cannot be used.
- The nearness affinity operators (`w/`) do not work
- You cannot specify number ranges.
- When you search for Active sessions, searches are restricted to simple patterns.
- The `*` symbol is a valid wildcard and matches any substring.

Adding date/time to a search

You can add date and time parameters to your search terms. Select the From and To ranges in the Date Filter pane at the bottom of the Search Builder.

- Selecting a date or a time adds the specified date or time to the search terms. These terms are expressed in "seconds from January 1, 1970" and "seconds since midnight".

Advanced Search setup options

In the **Advanced Search** tab, you can search the indexes to identify what is indexed and the number of hits. The following figure shows the original view of the Advanced Search tab.

Using the Words and Fields of an Index

Some applications do not conform to W3C standards for the names of input fields. Some sites use characters in the field names that are punctuation characters and are treated by the indexer as word separators. However, this poses a problem for searching, as the RTV user would expect to be able to type in the field name exactly as it is displayed in the Response and in the Request.

The drop-down that indicates `<No Indexes Selected>` can be used to select any of the IBM Tealeaf cxImpact servers that host indexes: an All-in-One or any Processing Server.

After the server is selected, two buttons become available. You can select a view of the data that shows either the individual words or fields that are indexed with the help of these buttons.

The data that is shown in the text box is filtered by the Date Filter.

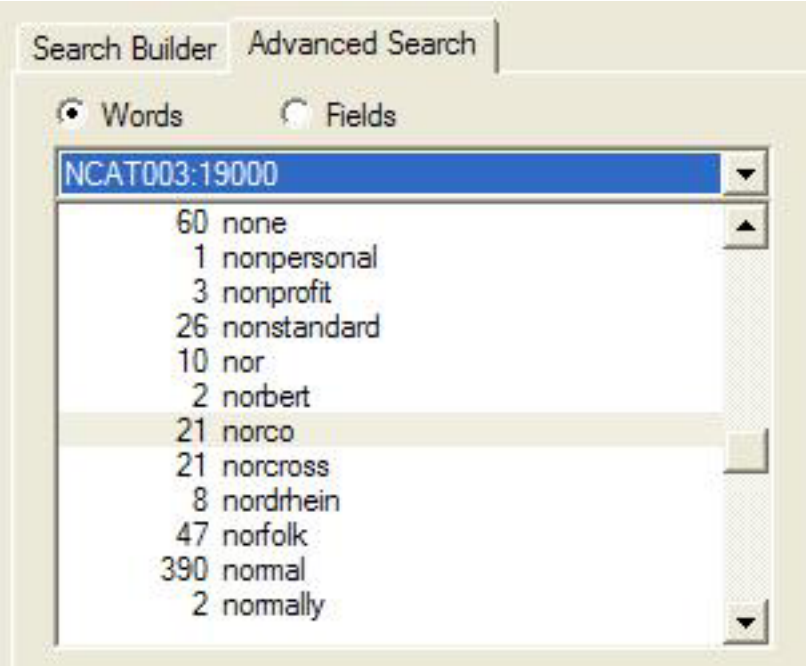


Figure 68. List Box example after processing server was selected

In the following example, a small subset of the words arranged alphabetically is shown. The left column has numbers that indicate how many times each word occurred in the sessions that are covered by the index with the Date/Time filter applied.

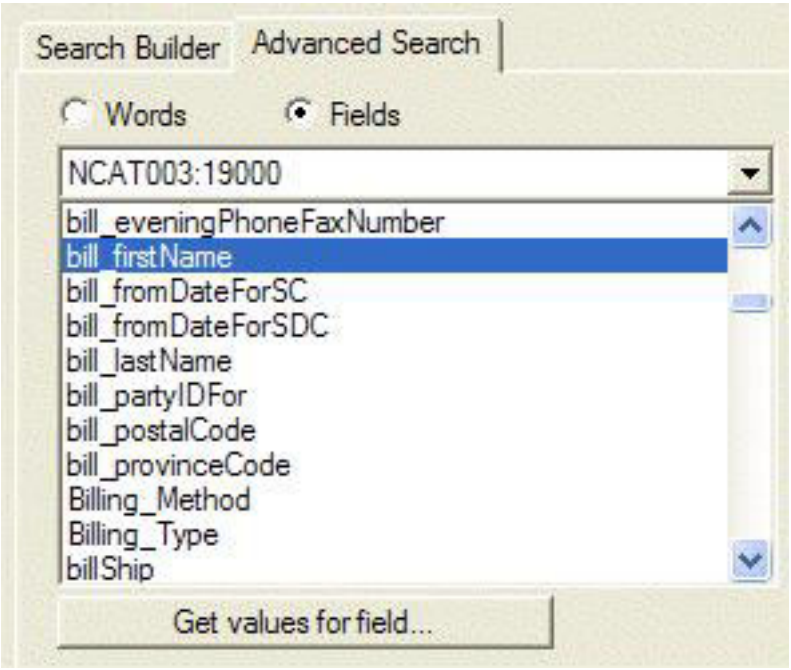


Figure 69. Example of populated list box with subset of indexed fields

The following figure shows the list box that is populated with a subset of the fields that were indexed in the sessions that are covered by the selected index. The "Get values for field" button is available. After you select any of the fields, you can then ask for a list of all the values that are found within that field.

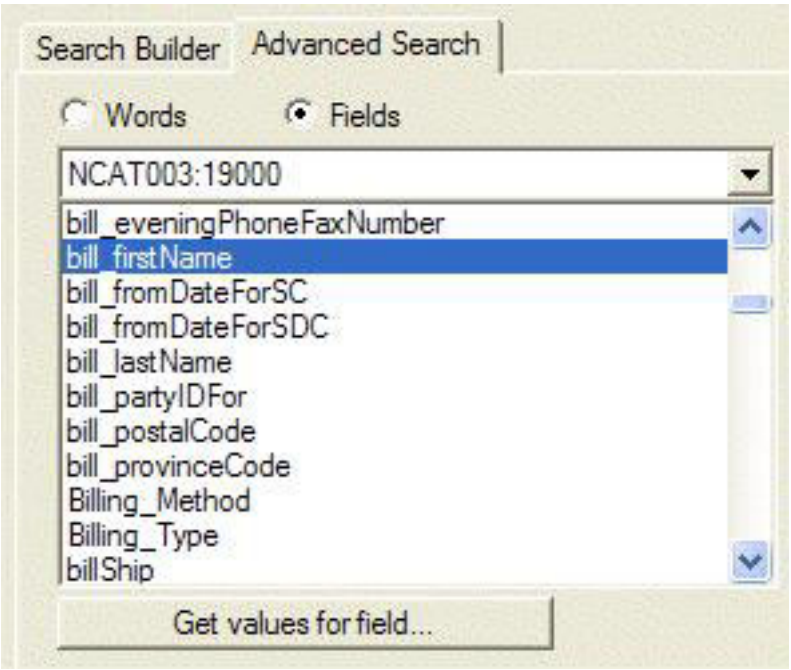


Figure 70. Field values - example of results

To acquire field values, click **Get values for field**. The following figure shows the results. After values are found, you can select one or more values and then construct a search term from the selected values.

- To cancel the search across the indexes for all values of a specific field, click **Cancel**.

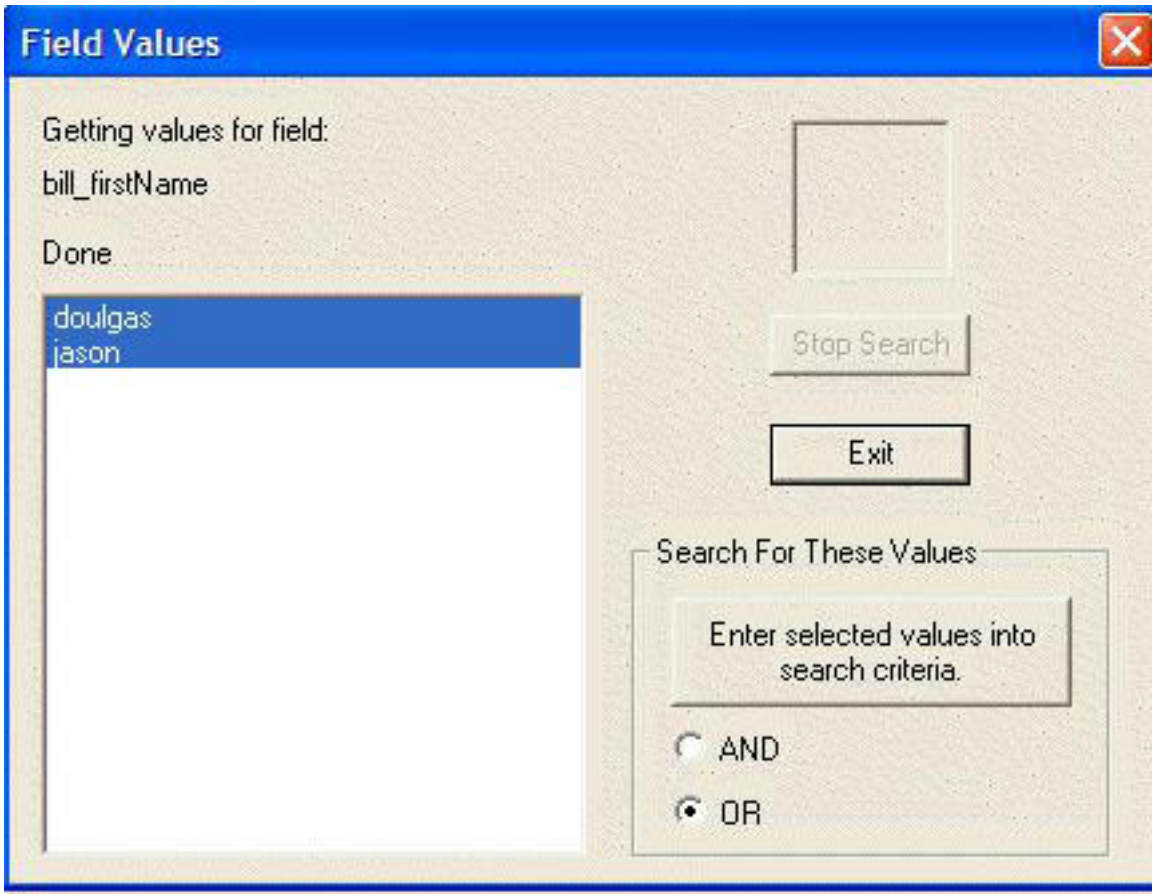


Figure 71. Exit the dialog

The following figure shows the Field Values that the search has returned. In this example, both terms were selected by using a logical `OR` to bind them.

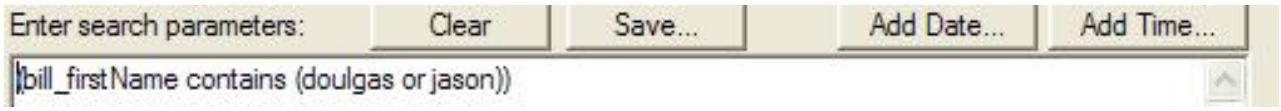


Figure 72. Example of Field Values after search return and terms selected

To create the search term, click **Enter selected values into search criteria**. The following figure shows the search term that was created. You can see that the term includes the field name, the `contains` operator, and the parentheses-grouped list of field values, which are combined with the `OR` operator.

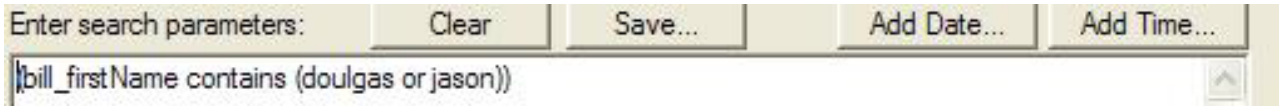


Figure 73. Search terms that was created

Search templates

The Search Builder Template allows an administrator to customize the search terms that are presented to the RTV user in the Search Builder pages.

To access the Search Builder template:

1. In RTV, click the **Search** button.
2. In the Search Builder window, click **Setup...**.
   - For more information about the contents of the setup window, see "RTV Search Setup" on page 99.
3. Click **Search Builder Template...**.
4. The following dialog is displayed:

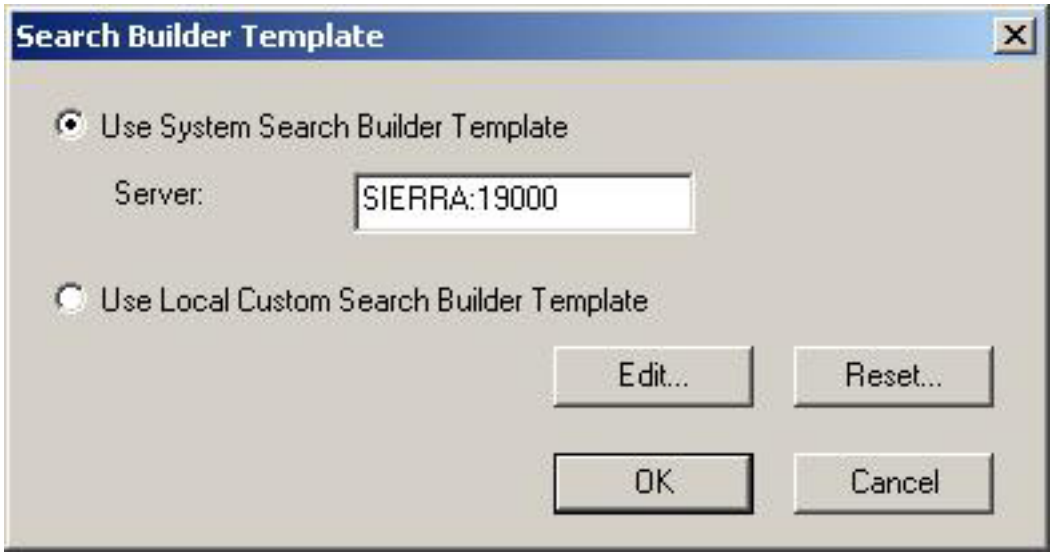


Figure 74. Search Builder Template

Search Template versions

Through the Search Template editor, you can change the local search template or reset it to the system template available on the selected Search Server.

You can make one of the following selections.

- *System Search Builder Template* - RTV downloads and uses the Search Builder Template stored on the server.
- *Local Custom Search Builder Template* - Use, modify, or reset the Search Builder template stored in your local instance of RTV.

System Search Builder Template

For most RTV users, the most effective template is the System Search Builder Template, which contains all templates necessary to complete effective searches of active or completed sessions against your captured session data.

Unless you have a specific use for building a custom template, you must use the provided template.

To use the system Search Builder template:

1. In the Search Builder Template dialog, click the**Use System Search Builder Template** check box.
2. Specify the <hostname>:<port> of the Tealeaf Search Server that hosts the system search builder template. Typically, you can specify the host name of the Tealeaf Portal and a <port> value of 19000.
3. Click **OK**.
4. The local Search Builder template is updated to use the system one.

Editing the System Search Builder Template:

The System Search Builder Template is stored on the server that is specified in the preceding **Server** field. Tealeaf administrators can edit this template if they have permissions to access the server.

Note: To configure the search builder template that is stored on a Tealeaf server, you must be a Tealeaf administrator.

On the server, it is stored in the following location:
<Tealeaf_install_directory\system\SearchBuilder.xml

See "Editing the Search Builder Template."

Local custom Search Builder Template

You can edit a local customized version of the search builder template. You can edit this template or revert it to the default by using the Search Builder Template dialog.

It is for local use only and cannot be shared to other users.

To use the local custom Search Builder Template:

1. In the Search Builder Template dialog, click the **Use Local Custom Search Builder Template** check box.
   - To change it, click **Edit...**. The XML file is loaded into your local text editor. See "Editing the Search Builder Template."
   - To reset the local version to the template stored on Search Server, click **Reset...**. The local template is reset to the one that was originally installed when RTV was last installed or updated.

     Note: To configure a personal search builder template, you must be a local administrator on the system on which the RTV application is installed.
2. To save changes to your local custom template, click **OK**.

The local custom Search Builder template is stored in this location:
%userprofile%\Application Data\TeaLeaf\RealiTea\RTVBuilder.xml

See "Editing the Search Builder Template."

Editing the Search Builder Template

The SearchBuilder.xml file and RTVBuilder.xml files are in XML format and can be edited with any text editor.

Note: The system-wide template must be edited only by Tealeaf administrators, as it affects all RTV users.

Template types

Each system or custom template file can contain multiple templates. Depending on the type of sessions (active or completed), you must edit the appropriate template that is described here.

- RTV cannot be used to complete All Sessions searches. You must search by using an Active search template or a Completed search template.

The template file contains comments that explain how to edit the file and the meaning of the names. The default template declaration nodes look like:

```
<Template Name="Default" Type="standard">
<Template Name="Default" Type="active">
```

Template Name and Type
Applied to

`Default/standard`
Default template that is applied to searches of completed sessions under standard indexing

`Default/active`
Default template that is applied to searches of active sessions. Indexing does not apply.

Using the default template, you can add, edit, and remove fields to search.

Specifying index fields using search keywords

In the template field, specifications are references to index fields in the Short-Term Canister and Long-Term Canister.

For more information about the text syntax of search queries, see "Search syntax" on page 127.

Template customization examples

This information describes different examples that are used to customize templates.

Customizing text fields:

This example specifies a text field to include in a completed search template. The `field` value indicates the index field to search for values that are specified by the user.

```
<FieldSearch title="Login ID" description="Login ID"
  field="TltStsLoginID" type="text" operator="contains" selected="true" />
```

Other attributes:

Attribute
Description

`type` For text search items, set this value to `text`. For numeric items, set this value to `numeric`.

`operator`
Specifies the operator to apply to the field.

- `type=numeric`
  - `all` (recommended setting)
  - `=`
  - `not`
  - `>=`

- <=
- between
- not between

- type=text - no operator

selected
When set to true, the field is preselected when the search tab is opened by the RTV user.

HTMLcolsize
The width of characters of the text box for data entry.

Customizing numeric fields:

This example specifies a numeric field to include in a completed search template. The field value indicates the index field to search for values that are specified by the user.

```
<FieldSearch title="Hit Count" description="TltStsNumHits"
            field="TltStsNumHits" type="numeric" operator="all"
            maxValue="4096" />
```

Other attributes:

Attribute
Description

type For numeric search items, set this value to numeric.

operator
Specifies the operator to apply to the field. Accepted values:
- all - all operators are available for selection. Only valid value.

maxValue
The maximum value for the numeric value.
- By default, this setting is configured to be the largest value possible for a signed 32-bit integer, which corresponds to the upper bound accepted by the search engine.
- If you know that a value is never greater than a specific number, the search is more efficient if you set maxValue to that number.

Customizing session attribute fields in the search template:

You can add search fields for specific session attributes. A *session attribute* is a user-defined variable that is populated by an event. Tealeaf supports the creation of up to 64 session attributes.

- Session attributes are specified at the search template level by using search keywords that include a zero-based index number to the specific attribute. Numbering is as follows: 0, 1, 2, and on through 63.
- See "TEM Session Attributes Tab" in the *IBM Tealeaf Event Manager Manual*.
- Session attributes can also be added to Portal search templates. See "Configuring Search Templates" in the *IBM Tealeaf cxImpact Administration Manual*.

Steps:
Complete the following steps to add a session attribute to the default completed search template for RTV:

1. Open the system-wide SearchBuilder template file and find the appropriate template to edit.

2. Locate the section labeled:
   `<Template Name="Default" Type="standard">`.
3. Locate the grouping that holds all of the User Defined Fields depending on the type of search. If the following does not exist, insert it:
   `<Group title="Session Attributes" description="Session Attributes">`
4. Insert the following XML into the template, changing it as needed for these examples.
   - *Completed Search:*

     ```
     <FieldSearch title="Login ID" description="Login ID"
                  field="tltstscustomvar0" type="text"
                  operator="contains" HTMLcolsize="40"/>
     ```

   - *Completed Search:*

     ```
     <FieldSearch title="Session Attribute 03"
             description="Session Attribute 03"
             field="customvar3" type="text" operator="contains" HTMLcolsize="40"/>
     ```

     Attribute
     Description

     `title` This value appears in the RTV Search Builder.

     `description`
     This value appears when the search term is moused over.

     `field` This value identifies the index term for the session attribute. The above value (`tltstscustomvar0`) is the reference LTC index keyword for Session Attribute 00. See "Session attribute search configuration terms."

     `type` The session attribute's type of value. Accepted values are `text` and `numeric`.

     `operator`
     The operator for the search field

     `HTMLcolsize`
     (optional) The width of characters of the textbox for data entry
5. Edit the attributes as needed.
6. Save the file.
7. Close and open RTV to see your changes.
8. In RTV, load the search template from the server. See "RTV Search Setup" on page 99.

Session attribute search configuration terms:

Depending on the type of search template you are configuring, you must specify session attribute search configuration terms by using the following keywords.

- For more information about keywords, see "Search Keywords" in the *IBM Tealeaf cxImpact User Manual*.

Table 14. Session attribute search configuration terms

Template Type	Session Attribute Index	Completed Search Configuration Term
Active	Session Attribute 00 (LoginId)	`field="customvar0"`
Active	Session Attribute 01	`field="customvar1"`
Active	Session Attribute 63	`field="customvar63"`

Table 14. Session attribute search configuration terms (continued)

Template Type	Session Attribute Index	Completed Search Configuration Term
Completed	Session Attribute 00 (LoginId)	`field="tltstscustomvar0"`
Completed	Session Attribute 01	`field="tltstscustomvar1"`
Completed	Session Attribute 63	`field="tltstscustomvar63"`

Request search configuration:

You can configure RTV search fields to scan fields or sections of the request, or the entire request.

For example, critical session data can be inserted into the `[appdata]` section of the request, since this section is automatically indexed. In the examples below, you can see how to configure RTV to search the request, the `[appdata]` section, or a specific field in the `[appdata]` section.

- For more information about adding content to the `[appdata]` section of the request, see "Configuring CX Indexing" in the *IBM Tealeaf CX Configuration Manual*.

Table 15. Request search configuration

Search area	Search Keyword	Notes
entire request	`request`	Searches the entire request.
`[appdata]` section	`request/appdata`	Searches the `[appdata]` section of the request for a user-specified value.
`MobileDeviceType` variable of the `[appdata]` section	`request/appdata/ mobiledevicetype`	Searches the `MobileDeviceType` field in the `[appdata]` section of the request for a user-specified value.

Note: The `request` and `request/appdata` keywords can be used for searches for both active and completed sessions. See "Search Keywords" in the *IBM Tealeaf cxImpact User Manual*.

Field to search entire request

```
<FieldSearch title="All Request" description="All Request"
  field="request" type="text" operator="contains" selected="true" />
```

Field to search the [appdata] section

```
<FieldSearch title="AppData" description="AppData"
  field="request/appdata" type="text" operator="contains" selected="true" />
```

Field to search for a value in the MobileDeviceType variable in the [\appdata] section

```
<FieldSearch title="Mobile Event" description="Mobile Event"
  field="request/appdata/mobiledevicetype" type="text"
  operator="contains" selected="true" />
```

Form field search configuration:

FieldSearch specifies a form field to include in the template.

```
<FieldSearch title="FormField" description="FormField"
  field="formfield" type="formfield" />
```

IP address field configuration:

Beginning in Release 8.4, RTV supports searching for IP addresses in IPv4 or IPv6 format.

- If you have newly installed RTV 8.4 or later, then your default `SearchBuilder.xml` file contains the requisite fields that are listed.

For completed session search templates, you can insert the following fields to enable RTV users to search for IP addresses among completed sessions.

- For active sessions, IP addresses are not indexed. Therefore, they are available for search by searching the request buffer for the name-value pairs of the addresses that are inserted by the IBM Tealeaf CX Passive Capture Application. See "Support for IPv6" in the *IBM Tealeaf CX Installation Manual*.

```
<FieldSearch title="IP address" description="ipv6_remote_addr"
field="ipv6_remote_addr" type="text" operator="contains" />
<FieldSearch title="IP address (legacy)" description="TltStsIPaddr"
field="TltStsIPaddr" type="text" operator="contains" />
```

Table 16. IP address field configuration

Field Name	Search Keyword	Description
`IP Address`	`ipv6_remote_addr`	Search for IP addresses in IPv6 format or IPv4 format • For IPv6 addresses inserted into this field, values are expanded, if they are condensed, and zero-padded to ensure a string of consistent length. • For IPv4 addresses inserted into this field, values are expanded into an IPv6-style formatting, in which each of the four octets of the IPv4 is dispersed into the last four groups of the 8-group IPv6 format. • Ranges and wildcards are accepted for this field.
`IP Address (legacy)`	`tltstsipaddr`	Search for IP addresses in IPv4 format • Data that is entered into fields of this type are zero-padded and normalized into a single string of digits before submission for search.

WordSearch configuration:

WordSearch passes the specified search string directly to the search engine, bypassing the `field contains value` form structuring. When used with the `hidden_text` type, a search template can contain search entries that are submitted without any user input.

```
<WordSearch title="ASP Errors" description="ASP Errors" field="freetext"
  type="hidden_text" textValue="(response contains (error w/5 ASP))" />
```

Managing result sets in RTV

When you run a search in RTV, the set of sessions that returned is known as a *result set*. For repeated searches or searches that require more detailed analysis, RTV enables you to save result sets and then retrieve, share, and manage them.

Note: Searches of active sessions do not generate result sets, even if you configure RTV to automatically generate result sets from search. Result sets cannot be created from active sessions.

- To manage result sets, select **Tools** > **Result Sets...** from the RTV menu. The Result Sets window is displayed.

Creating result sets

By default, RTV does not create result sets when a search is run. You can configure RTV to create result sets for you whenever a search is run.

1. In the RTV menu, select **Tools** > **Result Sets**.
2. In theResult Sets window, click the **Create a result set on each search** check box.
3. Click **OK**.

Whenever a search is run through RTV from your desktop, a result set is created on search server and is accessible through theResult Sets window.

- Result sets can also be created when you search through the Portal. See "Overview of Segments" in the *IBM Tealeaf cxResults User Manual*.

RTV result sets window

In the Result Sets window, each available result set is listed.

- By default, RTV result sets are configured to expire after seven days. Expired result sets are no longer available. For more information about changing the expiration of result sets that you create, see “RTV Result Set Options” on page 146.
- In addition to the result sets that you create, the list can contain result sets that are shared with you based on your authorization group. See “RTV Result Set Options” on page 146.
- To review the properties of a result set, double-click the row in the displayed list. See “Result set properties” on page 145.

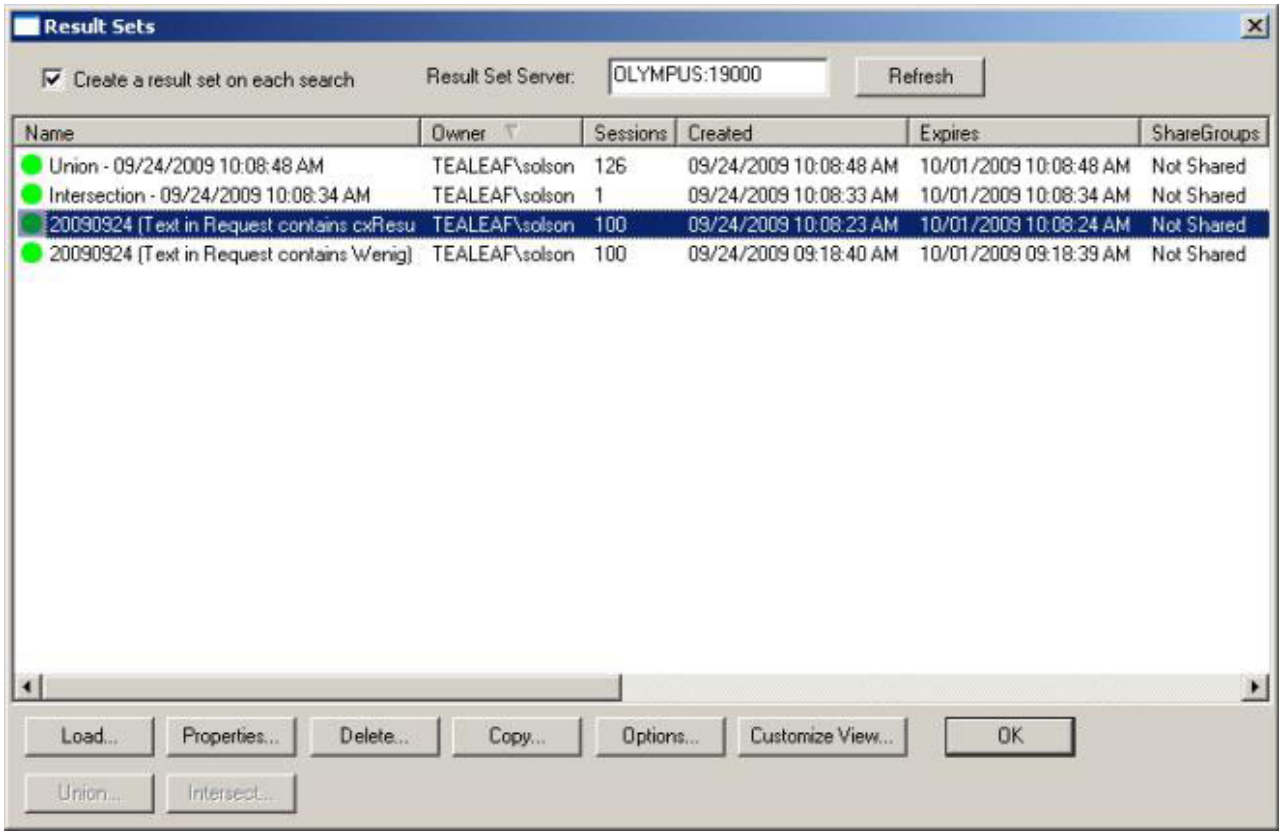


Figure 75. RTV Result Sets Window

- To load a result set, select the result that is set in the displayed list and click **Load**.
- To review or edit the properties of a result set, select the result set and click **Properties...**. See "Result set properties" on page 145.
- To delete a result set, select it and click **Delete...**.
- **Copy...** - Copy the selected result set.
- **Options...** - Sharing and expiration options for newly created result sets. See "RTV Result Set Options" on page 146.
- **Customize View...** - You can customize the order of displayed columns in the Result Sets window. See "Customizing view" on page 145.
- You can create unions and intersections of multiple result sets. See "Merging result sets" on page 144.

Result set columns

The following columns are available for display in the RTV Result Sets window.

- The following columns are listed in the order of display for the default view. For more information about customizing the fields to display, see "Customizing view" on page 145.
- Some column values can be edited. To edit properties, double-click a value. See "Result set properties" on page 145.

Column
Description

Name The name of the result contains a date stamp for when it was runand some or all of the search that was run.

Owner The user name of the individual who initially run the search is registered as the owner of the result set.

- A result set can be deleted by the owner or by the Tealeaf administrator.

Sessions
Number of sessions in the result set

Created
Time and date stamp when the result set was generated

Expires
Time and date stamp when the result set is scheduled to expire

ShareGroups
If the result set is shared, it is available for all RTV users unless share groups have been specified for sharing newly created result sets. See "RTV Result Set Options" on page 146.

Search String
The specific search string that is submitted to the search engine to run the search

Search Description
The user-friendly description of the search string

Notes Any notes that you add for the result set.

- To add notes, double-click the **Notes** column. See "Result set properties" on page 145.

Selecting server

You can configure RTV to retrieve result sets that you created or that have been shared with your authentication group from any server in the Tealeaf environment.

- By default, result sets are stored on the server that hosts the Tealeaf Portal. To configure the appropriate server, select **Tools** > **AutoConfig from Tealeaf Master...**.
  - In a multi-server environment, this server may be different from the configured Search Server for RTV.
- To retrieve result sets from a different Tealeaf Portal Server, enter the host name and port number in the textbox at the top of the window in the form `<hostname>:<port_number>`.
- To refresh the list of result sets from the specified Portal Server, click **Refresh**.
- To configure RTV to create a result set whenever you run a search, click **Create a result set on each search**. The result set is stored on the configured Portal Server.
- See Chapter 1, "CX RealiTea Viewer overview," on page 1.

Merging result sets

You can complete union and intersection operations on multiple result sets to create additional result sets. The new result set is listed with a name of `Union` or `Intersection` followed by the timestamp of when it was run. The Search String column contains the details of which result sets were combined to create the new one.

- To create a union result set, select two or more result sets in the displayed list. Then, click **Union**.
- To create an intersection result set, select two or more result sets in the displayed list. Then, click **Intersect**.

- You can complete these operations on Union or Intersection result sets.
- Generated Union or Intersection result sets are not shared by default.

Result set properties

A list of descriptions of result set properties.

Property
Description

Result Set Id
Unique Search Server identifier for the result set. This value cannot be modified.

Name Name of the result set, which is assigned by default. This value can be changed.

Owner The owner of the result set

Create time
The time when the result set was created

Expiration
The time when the result set is scheduled to expire. You can change the expiration time for the selected result set.

- To retain the result set indefinitely, click the Never Expires check box.
- For more information about changing global expiration settings, see "RTV Result Set Options" on page 146.

Shared To share the result set, click the Shared checkbox. To select the authentication groups with which to share the result set, click **Groups...**.

- For more information about changing global sharing settings, see "RTV Result Set Options" on page 146.

Search String
The specific search string that is submitted to the search engine to retrieve the result set. Although you cannot modify this value, you can copy and paste it.

Search Description
A user-friendly description of the result set.

Notes Use this text box to store notes on the result set.

Customizing view

You can customize the columns that are displayed in the Result Sets window.

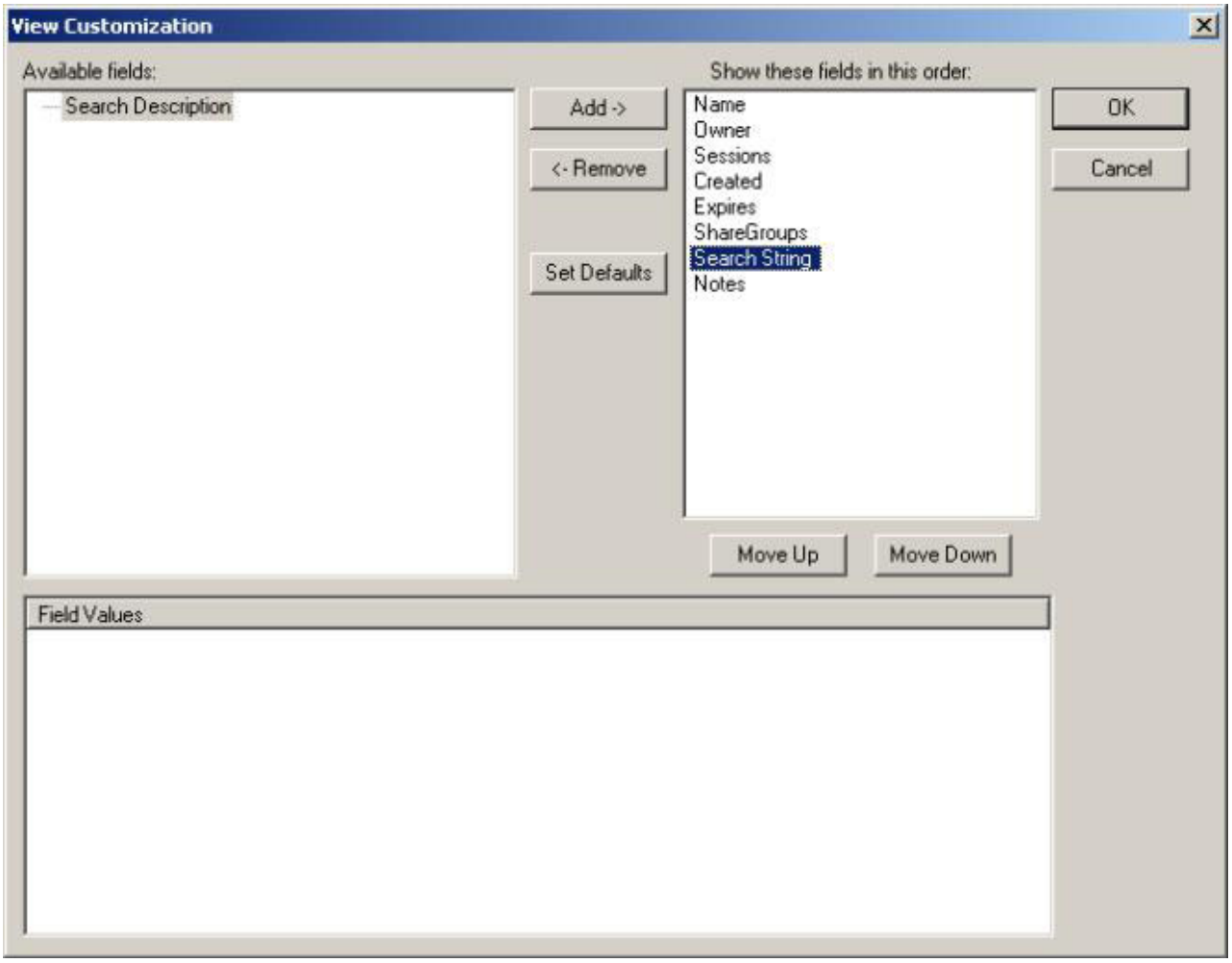


Figure 76. Customizing the Result Sets Window

By default, all available columns are displayed in the window. However, some of these columns can not be useful to you, or you can re-order their display. The Field Values pane is not populated in this view.

- To add a column to the display, select it in the left pane. Then, click **Add -**.
- To remove a column from the display, select it in the right pane. Then, click **<- Remove**.
- To set the current columns in the right pane as the default columns in the displayed order, click **Set Defaults**.
- To change the order of display of a column, select it in the right column and click **Move Up** or **Move Down** to reposition it.
- To save changes, click **OK**.

RTV Result Set Options

In the Result Set Options window, you can configure properties that are applied to newly generated result sets.

Note: These options are not applied to results that are already created.

Setting Result Set Expiration

You can configure the number of days after which result sets expire. Increasing the number of days increases the storage requirements for result sets on the Search Server on which they are created.

- To disable expiration of result sets, click **Result sets never expire**. When selected, result sets must be deleted to be removed from the Search Server.

Sharing Result Sets

To share result sets with members of selected groups, click the **Shared** check box. To select the sharing groups, enter the group names as comma-separated list in the text box or click **Groups** to select them.

- The list of available groups to which you can share new result sets depends on whether Portal or NT domain authentication mode is enabled. See "Configuring the Search Server" in the *IBM Tealeaf CX Configuration Manual*.

Exporting session data from RTV

When a search is run through RTV, the returned results include various session-related data that is available for export. You can customize your view to include other data fields that are returned as part of the search results or session list and then export the displayed view to Excel or `.CSV` format for use in third-party applications. This data can include name-value pairs of request variables, statistics that are tracked by Tealeaf, and more.

- If you download a session list from the Portal to RTV, you can customize the view in RTV and export the data from your Portal search.
- A similar technique for exporting session data is available directly from Portal-based search. See "Searching Session Data" in the *IBM Tealeaf cxImpact User Manual*.

For example, suppose that you are receiving complaints that visitors to your web application are receiving Status Code 500 errors on the checkout page. If you are capturing the email address of each visitor to your web application in the `CustomVar00` session attribute, you can configure a search to find all of the sessions where this error occurred and then add the `CustomVar00` value to the displayed view for the Session List. The exported view contains the email addresses and the session identifiers for each customer who encounters this issue, which can be used for follow-up by Customer Support.

Note: To export a specific set of data, you must know the location or variable in the request that contains the data.

Exporting data commands

Whether you customize the view of the Session List or the Search Results or you do not, you can export the displayed list to Excel or `.CSV` format.

The following options are available in the Edit menu:

Command
Description

`Copy Session List to Excel`
Open the current contents of the Session List as a new worksheet in Excel.

`Copy Search Results to Excel`
Open the current contents of the Search Results as a new worksheet in Excel.

Export Session List to CSV
Export the current contents of the Session List to `.CSV` format.

Export Search Results to CSV
Export the current contents of the Session Results to `.CSV` format.

The outputted data can be manipulated as needed by an appropriate third-party tool.

Customizing columns

When a search is run in RTV, the results are displayed in two panes.

- *Session List* - Each line of data in the upper pane indicates a separate session in which criteria of the search found at least one match.
- *Search Results* - Each line of data in the lower pane indicates an individual instance of a search match. Depending on the search criteria, a single session may contain multiple search matches.

You can customize the columns that are displayed in each pane.

- To change the columns that are listed in each pane, right-click in the pane and select **Customize View...**. For more information about the displayed window, see "Managing result sets in RTV" on page 142.

Available data in the Session List

The Session List displays individual sessions, so the data in it applies to the entire session.

The following data are included by default:

- Flags
- SessionID
- Score
- TimeStamp
- Page Count
- Duration
- Anno
- Login ID
- Events
- Title

The following data is available for adding into the session list:

- Conn Type
- EndTimeStamp
- IP Address
- Session GUID
- SessionAttr
  - The content in SessionAttr is dynamically generated by the Tealeaf Canister. For more information, select **View** > **Session Attributes** in the RTV menu.
- User ID
- UserDef1
- UserDef2

- UserDef3
- UserDef4

Available data in the Search Results

The Search Results pane displays individual hits where the search found a match, so displayed data is taken from the listed hit.

The following data are included by default:

- Session ID
- Page
- Score
- Timestamp
- Gen Time
- NetTime
- RoundTrip
- Bytes
- Status
- Source
- Result

Name-value pairs within the following data can be available for adding into the session list.

Note: The available data varies based on the session. These items are extracted from the Tealeaf Canister with the session data.

- ExtendedUserAgent (section of request)
- Hit ID
- RawRequest
- ResponseHeaders
- SessionAttr
- Fact Values
  - Dimensions
- TimeBlock
- Url
- appdata (section of request)
- cookies (section of request)
- env (section of request)
- iamie (section of request)
- timestamp (section of request)
- urlfield (section of request)

Monitoring client UI Events through RTV

When implemented, IBM Tealeaf CX UI Capture for AJAX enables the capture of user interface events that do not issue requests to the server. For example, AJAX-based interfaces can change the page displayed to the user based upon JavaScript routines that are embedded in the page. If the JavaScript does not make a request to the web server, Tealeaf does not capture the event by default.

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

- See "UI Capture for Ajax Guide" in the *IBM Tealeaf UI Capture for Ajax Guide*.

Implementing the IBM Tealeaf CX UI Capture for AJAX may not be possible currently. However, you can configure RTV to enable some of the UI Capture functionality. This information describes how to configure RTV to do limited replay and highlighting of pages which use JavaScript and/or Ajax.

HighlightOnlyURL profile rules

Without UI Event capture, replay of pages that uses Ajax is generally not possible. If the Ajax requests happen to post form field information that corresponds to named elements on the page, it sometimes possible to 'simulate' UI events, and to display some page updates that happen during the session.

To determine whether a page is a candidate, examine it for the following characteristics:

- Is it an Ajax page? Ajax pages can be of type text/plain, text/xml, text/json, or others. An Ajax page can also be text/html, but the response data may not look like a complete html page. It might contain `<div>` and other element tags yet no main `<html>` tag.
- Examine the data in the `[urlfields]` section of the request. Do these entries correspond to HTML page elements on a previous page?
- Are there Ajax calls for all or nearly all UI actions on the page?

If all of these conditions are met, you can create a rule to tell RTV to treat the page as a `Highlight Only` page. The response data in `Highlight Only` pages is not used as a displayable HTML page. Instead, RTV leaves the previous page that is displayed, and the form fields from the `Highlight Only` page are used to populate fields with data.

Under optimal conditions, the act of populating the field values causes OnClick or OnChange events to fire, which causes JavaScript in the application to run. This JavaScript generates an Ajax request for a page that is marked as highlight only. The application itself then uses the data that is returned from the captured page itself to update the displayed page.

Creating through RTV

There are multiple ways to create or edit HighlightOnlyURL rules.

From Replay view

In Replay view, right-click the page, and select **Replay Rules** > **Treat this page as Highlight Only**. You can optionally edit the URL pattern in the resulting dialog to add wildcard characters in place of sections of the string that might differ from session to session.If the URL contains a query string, you might replace everything after the `?` with a `*`.

From Request view

If the URL itself is not unique enough to distinguish the prospective HighlightOnly page from a standard page, you can use values in the Request view to further qualify the rule.

- In Request view, locate an entry that distinguishes this page from standard pages. Common examples are `ResponseType` and `REQUEST_METHOD`.
- Right-click the located entry, and select **Treat page with this request value as Highlight Only**.
- Edit the URL pattern as needed.

Editing HIghlightOnly rules

Like all other profile rules, the HighlightOnlyURL rules can be edited in the profile in the Options dialog.

Getting accurate highlighting of JavaScript links

This information describes the steps that one can follow to configure accurate highlighting of JavaScript links. This helps RTV to examine URL and form field data.

Configuring the web application for highlighting

To highlight buttons and populate element values from page to page, RTV examines the URL and form field data. When an application uses JavaScript to submit data from a page, the posted data may not contain information that RTV can use to accurately highlight. Without using Tealeaf UI Capture, simple modifications can be made to the application to facilitate accurate highlighting, if you want.

These modifications consist of including more information with the form data to indicate the button that was clicked.

1. Create a special named hidden form element, and set the value of the form element to the ID of the button that was clicked.
2. Verify that the hidden element gets submitted.
3. When you highlight a page, RTV looks for the named hidden element in the form data and highlights the button corresponding to its value. The hidden form element can have any name that is constant across all applications that you want to replay.

Configuring RTV to recognize elements for highlighting

RTV must highlight the correct elements. This information describes steps to configure RTV to recognize elements for highlighting.

Configuring the Highlight Element Name setting

RTV must be configured to use the name. In the **Advanced options** tab, enter the name of the hidden element as the value for the `Highlight Element Name`.

- The default name is `__EVENTTARGET`.
- See “Advanced Options tab” on page 207.

Configuring the Invoke JavaScript When Highlighting setting

RTV must also be configured to start JavaScript when it is highlighting. This feature must be enabled so that the population of form field data can cause JavaScripts on the page to run which, in turn, triggers any related Ajax requests.

- See “Replay tab” on page 187.

Example JavaScript

An example of a page that uses JavaScript to do page submits and that can be modified to allow RTV to highlight the clicked buttons.

```
<html><head><title>Javscript Highlighting Example</title></head>
<!--
This is an example of how to get accurate replay highlighting of
buttons that do submits via javascript.  It consists of creating
a hidden element with a specific name and then setting the name of the
button that was clicked into the hidden element's value at
submit time.

The element of type 'hidden' can be named whatever you want,
it must be named the same across all applications that you want to replay.
You must set "Highlight Element Name" in RTV's Advanced options
tab to match whatever name you choose.
-->
<script>
function doSubmit(buttonId)
{
    document.TheForm.__EVENTTARGET.value = buttonId.id;
    document.TheForm.submit();
}</script>
<body>
Javscript Highlighting Example
<br><form name="TheForm" action="/JSHighLightExample.html">
    <input id="ButtonOne" type="button" value="Button 1"
        onclick="javascript:doSubmit(this)">
    <input id="ButtonTwo" type="button" value="Button 2"
        onclick="javascript:doSubmit(this)">
    <input id="ButtonThree" type="button" value="Button 3"
        onclick="javascript:doSubmit(this)">
    <input id="ButtonFour" type="button" value="Button 4"
        onclick="javascript:doSubmit(this)">
    <br>
    <input id="ButtonFive" type="button" value="Button 5"
        onclick="javascript:doSubmit(this)">
    <input id="ButtonSix" type="button" value="Button 6"
        onclick="javascript:doSubmit(this)">
    <input id="ButtonSeven" type="button" value="Button 7"
        onclick="javascript:doSubmit(this)">
    <input id="ButtonEight" type="button" value="Button 8"
        onclick="javascript:doSubmit(this)">
    <input type="hidden" name="__EVENTTARGET">
    <br>Field 1:<input name="Something1">
    <br>Field 2:<input name="Something2">
    <br>Field 3:<input name="Something3">
    <br>Field 4:<input name="Something4">
    <br>Field 5:<input name="Something5">
    <br>Field 6:<input name="Something6">
    <br>Field 7:<input name="Something7">
    <br>Field 8:<input name="Something8">
    <br>Field 9:<input name="Something9"></form></body></html>
```

AJAX Replay

If your web application uses AJAX replay, additional configuration can be required for proper playback in RTV. See “AJAX Replay” on page 94.

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

Chapter 5. Menu tools

Through the RTV menu system, you can access all tools for finding and replaying sessions, and also replay and advanced options to configure RTV to meet your needs.

RTV Menus

The following menu tools are available in IBM Tealeaf CX RealiTea Viewer.

- Some menu items are displayed only in specific views of the data.
  - See "Replay view" on page 30.
  - See Chapter 3, "Request view," on page 73.
  - See "Response view" on page 86.
- Some menu tools are selections. When selected, the applicable tool, which is usually a display switch, is enabled.

For more information on the contents of the application toolbars, see "Application toolbars" on page 175.

File menu

This information describes the different options available in the RTV File menu.

Option Description

Open

Open a Tealeaf® archive (`.tla`), a Tealeaf session (`.tls`) file, or a Tealeaf reference (`.tlx`) file.

- If you create an RTV `.exe` to which a Tealeaf session is bound, you can select to open all file types and then select the RTV `.exe` in the Open dialog to open the session or sessions that are attached to it. See Create Viewer exe with Session(s) Attached.

Close

Close the current view or search results.

Save

Save the current session.

Save Selected

You can use the Save Selected command to save the selected sessions as a Tealeaf® session file`.tls`

.

Properties

When a`.tls`

file is loaded, the Properties dialog displays the version of RTV that saved the file, the version of the browser on the computer that saved the file, the save timestamp, and additional information.

Send To

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The Send To command saves the session file to a temporary location, starts your email client, and attaches the saved session file to the email. It functions like the Save As command.

Send Link To

You can send a link to the session through your default email application. When selected, the link to the session is attached as a `.TLX` file.

- The entire session is not included.
- You must send or close the email before you continue to use RTV.

Exit

Exit and close the RTV application.

Save As

Use the Save As command to save your current session under a new name.

You can save your session as a Tealeaf session (`.tls`), a Tealeaf archive (`.tla`), or a Tealeaf reference (`.tlx`) file.

The `.tls` format is usually used for sending sessions by email or attaching sessions to problem reports. The `.tls` format can contain session annotations. The `.tls` format includes copies of all binary files that are used by all pages of the session. For most RTV users, the `.tls` format is appropriate.

The `.tla` format is used by the Tealeaf Archive Reader to re-examine a stored session. This format is normally used by Tealeaf administrators in the development of new events, new RTA rules, and new rules for privacy blocking or encryption. The `.tla` format can be indexed by common desktop indexing programs. The `.tla` format does not contain any binary files.

- `.TLA` files can be uploaded to the Event Tester for testing sessions.

  Note: Sessions that are saved as `.TLA` files through RTV can have a different set of events and hits if session fragments are merged by RTV. To ensure consistency of results, you must verify that any auto-merging options are disabled in RTV before saving the `.TLA` file. See "Annotations in RTV" on page 181.

The `.tlx` format contains the canister identifier for each session and the name of the server from which it can be retrieved. When the `.tlx` file is opened, the actual session data is retrieved based on the references, by using the appropriate authentication mechanism for the accessing Tealeaf user. Since `.tlx` documents do not contain session data, TLX files are much smaller in size than `.tls` or `.tla` files. The format also provides an extra measure of security for session data.

Annotations in a session can be saved to different locations that depend on when the annotation is placed in the session.

- If the annotation is added and committed to the session while the session is being viewed from the canister, and before the session is saved to the file system, then the annotation (after commitment) is saved into the canister and is visible to all RTV users.
- If the annotation is added after the session is saved under a new name, then the post-commitment annotation belongs only to the copy of the session that is saved on the file system. It is available for anyone to whom the file is delivered and is not visible in the canister.

Print

Use the Print command to print sessions to the default printer for your local workstation.

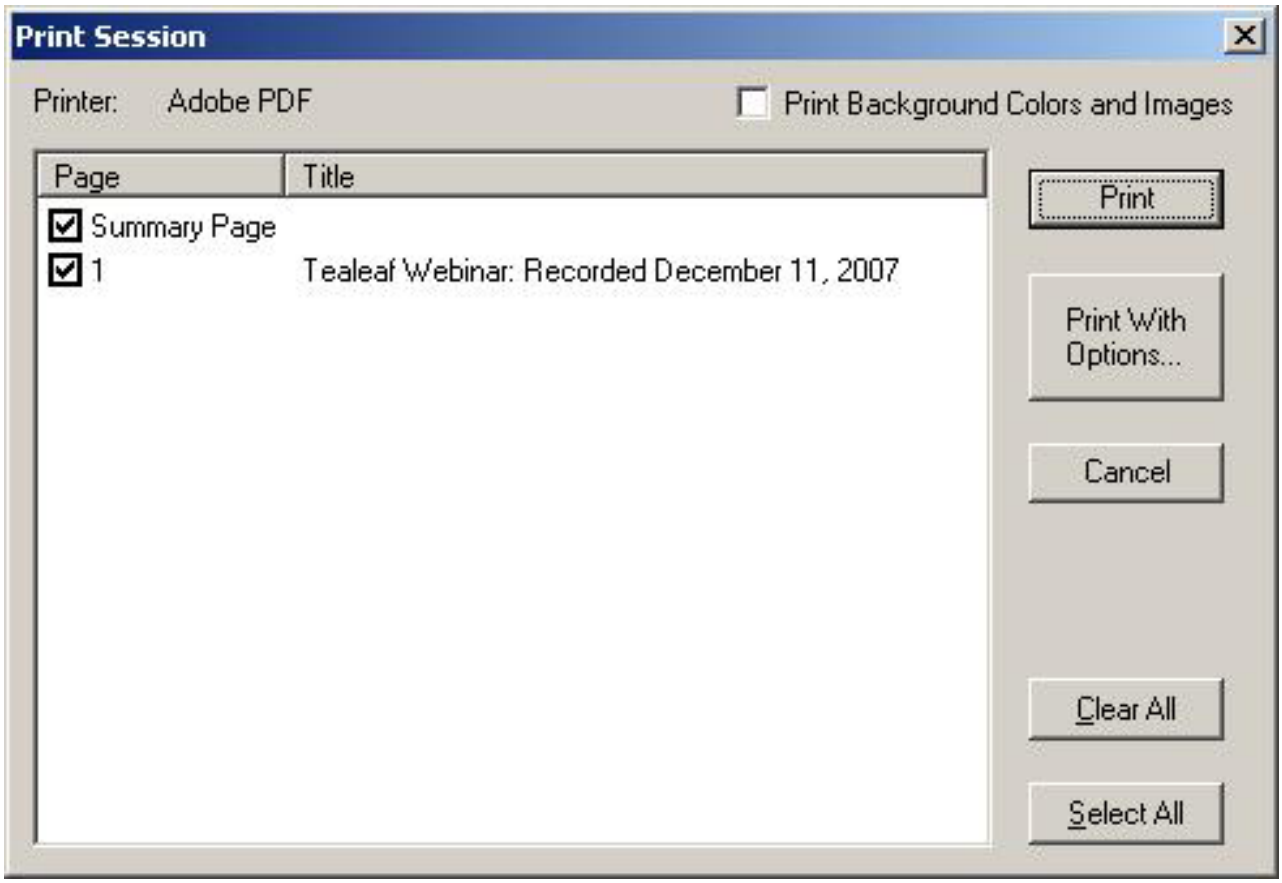


Figure 77. Print Session dialog

In the Print Session dialog, select the pages from the session you wish to print. Click the box next to pages to toggle their inclusion in the printout.

- To select all pages for printing, click **Select All**.
- To clear all pages from being printed, click **Clear All**.

To print the background colors and images of each selected page, click **Print Background Colors and Images**.

To print the selected pages, click **Print**.

- To configure print options that include selecting the printer to which to send the output before printing, click **Print With Options...**.

Edit menu

This information describes the different options available in the RTV Edit menu.

Option Description

Copy

When the Session List view is visible, this command copies a list of pages of all selected sessions to the clipboard.

Delete

When the Session List view is visible, this command deletes all selected sessions from the document.

Copy Session List to Excel

This command opens your installed version of Microsoft Excel displays the list of selected sessions, by using the columns you select for display. See Exporting session data from RTV.

Copy Search Results to Excel

This command opens your installed version of Microsoft Excel and displays the list of Search Results in the lower pane of the Session List, by using the columns you select for display. See Exporting session data from RTV.

Export Session List to CSV

This command saves the list of selected sessions to a CSV file, by using the columns you select for display. See Exporting session data from RTV.

Export Search Results to CSV

This command saves the list of Search Results shown in the lower pane of the Session List to a CSV file, using the columns you have selected for display. See Exporting session data from RTV.

Select All

Select all sessions in the Sessions List.

Clear Selection

Clear any sessions that are currently selected in the Sessions List.

Search Completed Sessions

You can specify and run searches of completed sessions with this command. See Searching sessions.

Search Within Sessions

After you have searched and retrieved a list of sessions, you can run a subsequent search of the found sessions. Use this command to perform a search of the sessions that are displayed in the Session List. See RealiTea Viewer - Session Search and Subsearch.

Event Editor

Opens the Tealeaf Event Manager, the Portal-based interface for creating events, alerts, dimensions, and session attributes.

.

View menu

This information describes the different options that are available in the RTV View menu.

Show Image, JS, CSS, etc. Pages

When the Main Window Content pane is displaying a hit in Request or Response view, selecting this command displays static content files such as images, JavaScript, CSS, and more, in the Viewable Pages list. In the following example, the Viewable Pages list on the right is displaying static content.

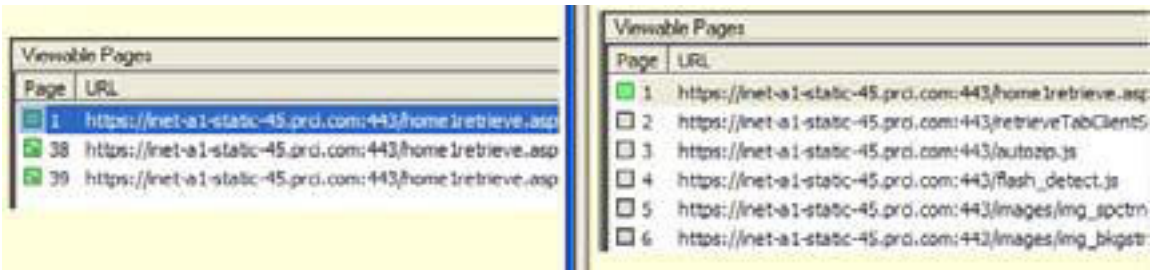


Figure 78. Main Window Content Pane

Show Event Pages

When the content pane of the Main Window is displaying a hit in Request or Response view, this command toggles the display of Canister event pages in the Viewable Pages list. When you enable this option, if the session contains Canister events, they can now be reviewed and selected as separate pages in the Viewable Pages list.

Note: In Tealeaf Release 8.0 or later, Canister events are not stored as separate pages. As a result, this command is not available for sessions that are captured by these versions of Tealeaf. For Release 8.0 or later, all event data is stored in the fact section of the request. See Chapter 3, “Request view,” on page 73.

- A *canister event* is a read-only event that is monitored within the Tealeaf Canister. These event values are stored with the session. See "TEM Events Tab" in the *IBM Tealeaf Event Manager Manual*.
- This command applies only to Request and Response views.

In the figure below, the image on the right side shows the effects of selecting this command.

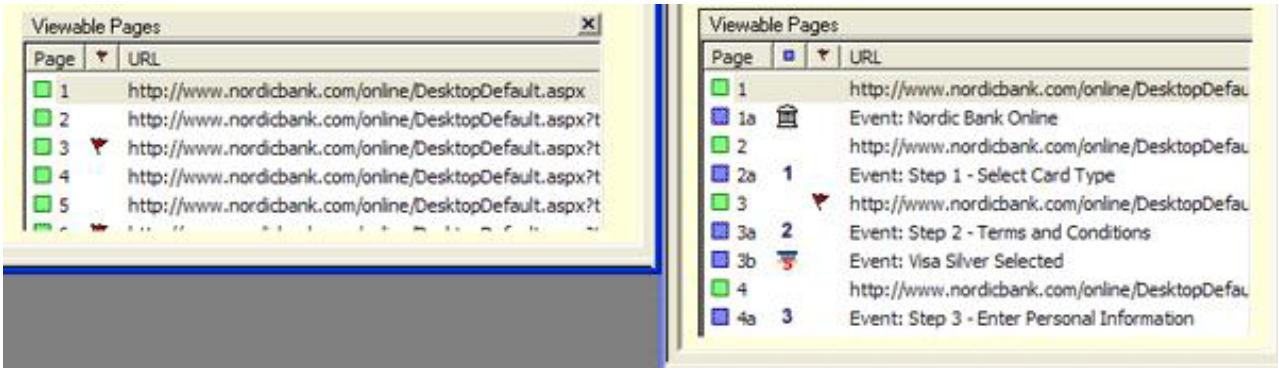


Figure 79. Viewable Pages with and without event pages

Show UI Event pages

If the IBM Tealeaf CX UI Capture for AJAX solution is deployed, Tealeaf is capturing and processing user interface events as part of the session information. These events can be displayed in the Navigable Pages List as subpages of the page on which they occurred.

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

- See "UI Capture FAQ" in the *IBM Tealeaf UI Capture for AJAX FAQ*.
- See "UI Capture for AJAX Guide" in the *IBM Tealeaf UI Capture for AJAX Guide*.

Note: In UI event hits, all of the important data is stored in the request, and the response is irrelevant to replay. For UI event hits in which the reported status code can cause problems in replay, RTV treats the page as Status Code 200, which indicates that all is well. For example, if the TealeafTarget page reports a Status Code 404 (Not Found) error, RTV treats the page as a Status Code 200, which allows replay to continue despite an issue with a page that is not ever replayable. The true status code value reported from the server is stored in the `[env]` section of the request.

RTV View
Default Behavior

Request view
By default, UI event hits are displayed in Request view.

- See Chapter 3, "Request view," on page 73.

Response view
In Response view, they are hidden by default, as they rarely contain useful information in the response from the TealeafTarget page.

- See "Response view" on page 86.

Auto replay

When a session is selected, you can choose to automatically replay the session, which immediately places the session in the RTV browser that is configured for replay that is based on the currently selected options, and steps through the pages.

IE Cache

Embedded in RTV is a customized version of Internet Explorer through which RTV replays Tealeaf sessions. To enhance performance of replay, this version of Internet Explorer includes a cache, where assets common to multiple locations in your web application can be stored on your hard disk for faster access.

- To identify assets are loaded from the IE Cache, review the Source column for `IE Cache` in the Page Load Details screen. See "Context menu" on page 177.

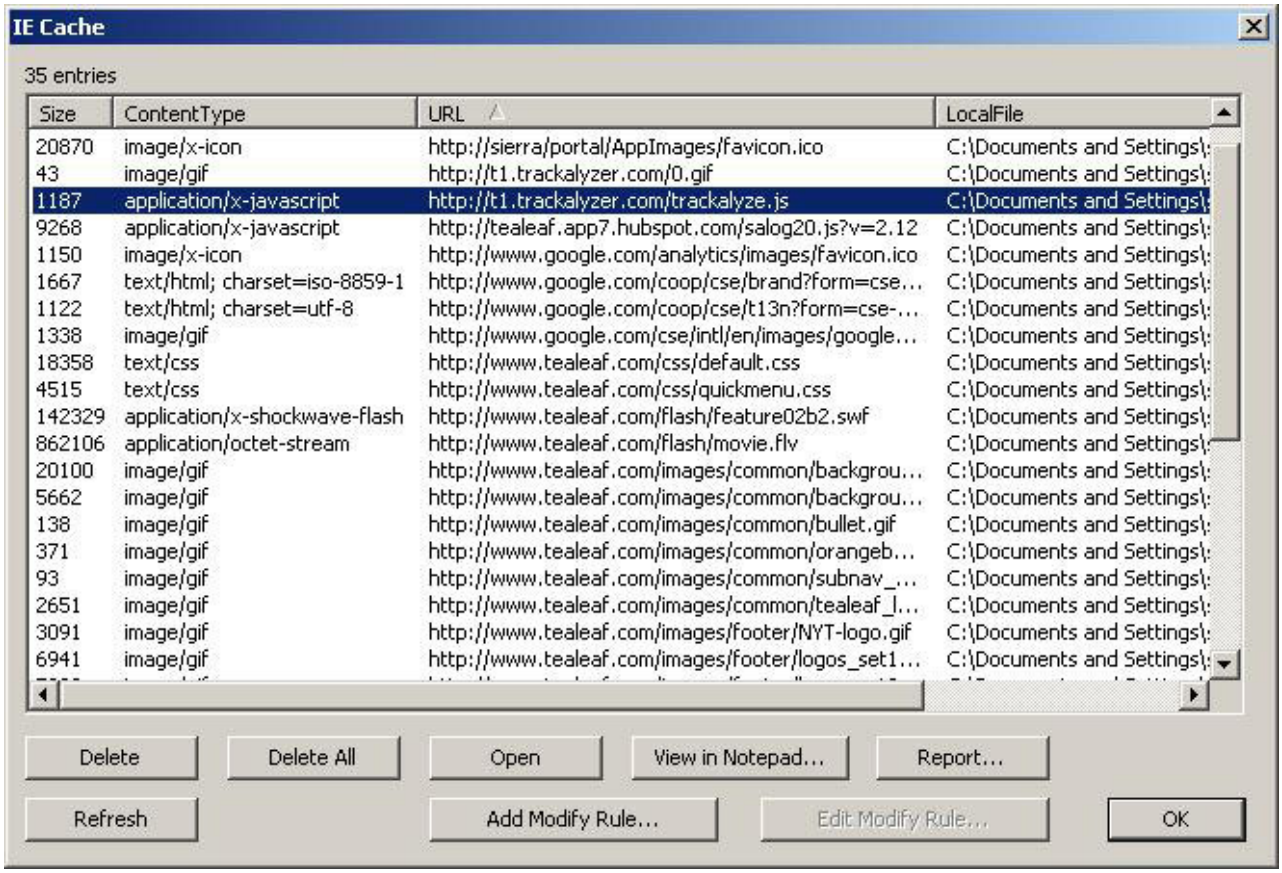

IE Cache
35 entries
Size
ContentType
URL
LocalFile
20870 image/x-icon http://sierra/portal/AppImages/favicon.ico C:\Documents and Settings\
43 image/gif http://t1.trackalyzer.com/0.gif C:\Documents and Settings\
1187 application/x-javascript http://t1.trackalyzer.com/trackalyze.js C:\Documents and Settings\
9268 application/x-javascript http://tealeaf.app7.hubspot.com/salog20.js?v=2.12 C:\Documents and Settings\
1150 image/x-icon http://www.google.com/analytics/images/favicon.ico C:\Documents and Settings\
1667 text/html; charset=iso-8859-1 http://www.google.com/coop/cse/brand?form=cse... C:\Documents and Settings\
1122 text/html; charset=utf-8 http://www.google.com/coop/cse/t13n?form=cse-... C:\Documents and Settings\
1338 image/gif http://www.google.com/cse/intl/en/images/google... C:\Documents and Settings\
18358 text/css http://www.tealeaf.com/css/default.css C:\Documents and Settings\
4515 text/css http://www.tealeaf.com/css/quickmenu.css C:\Documents and Settings\
142329 application/x-shockwave-flash http://www.tealeaf.com/flash/feature02b2.swf C:\Documents and Settings\
862106 application/octet-stream http://www.tealeaf.com/flash/movie.flv C:\Documents and Settings\
20100 image/gif http://www.tealeaf.com/images/common/backgrou... C:\Documents and Settings\
5662 image/gif http://www.tealeaf.com/images/common/backgrou... C:\Documents and Settings\
138 image/gif http://www.tealeaf.com/images/common/bullet.gif C:\Documents and Settings\
371 image/gif http://www.tealeaf.com/images/common/orangeb... C:\Documents and Settings\
93 image/gif http://www.tealeaf.com/images/common/subnav_... C:\Documents and Settings\
2651 image/gif http://www.tealeaf.com/images/common/tealeaf_l... C:\Documents and Settings\
3091 image/gif http://www.tealeaf.com/images/footer/NYT-logo.gif C:\Documents and Settings\
6941 image/gif http://www.tealeaf.com/images/footer/logos_set1... C:\Documents and Settings\
Delete
Delete All
Open
View in Notepad...
Report...
Refresh
Add Modify Rule...
Edit Modify Rule...
OK

Figure 80. IE Cache window

- To select an item, click it. To select multiple items, press `SHIFT` or `CTRL` and click them.

Command
Description

Delete Delete the selected items from the cache.

Delete All
Delete all items from the cache.

Open Open the selected item in the default application for it.

View in Notepad
View the selected item in Notepad.

Note: This command is useful only for text files, such as `.htm` or `.js` files.

Report
Generate a report of the contents of this window in Excel.

Refresh
Refresh the display of the IE cache.

Add Modify Rule
Create an ExternalFileModify rule to change or filter the contents of the captured page when it is loaded from the cache. See "RTV Profile" on page 191.

Edit Modify Rule
If you have already created a modify rule for the selected item, you can edit the rule when the item is selected. See "RTV Profile" on page 191.

OK Save changes and close.

Show Images

The Show Images command opens the Image List, which is a list of static content that is loaded in the current document. The Image List itemizes the `src=` attributes in all pages in all available sessions.

- This list is populated automatically with known content types from sessions as they are loaded. Any static content that is displayed in one session is available to other sessions that might not contain it.

  Note: This list does not contain any static files that are requested dynamically as a result of running JavaScript.
- You can also force a repopulation of the Image List. To populate it, select **View** > **Get Images** from the RTV menu.

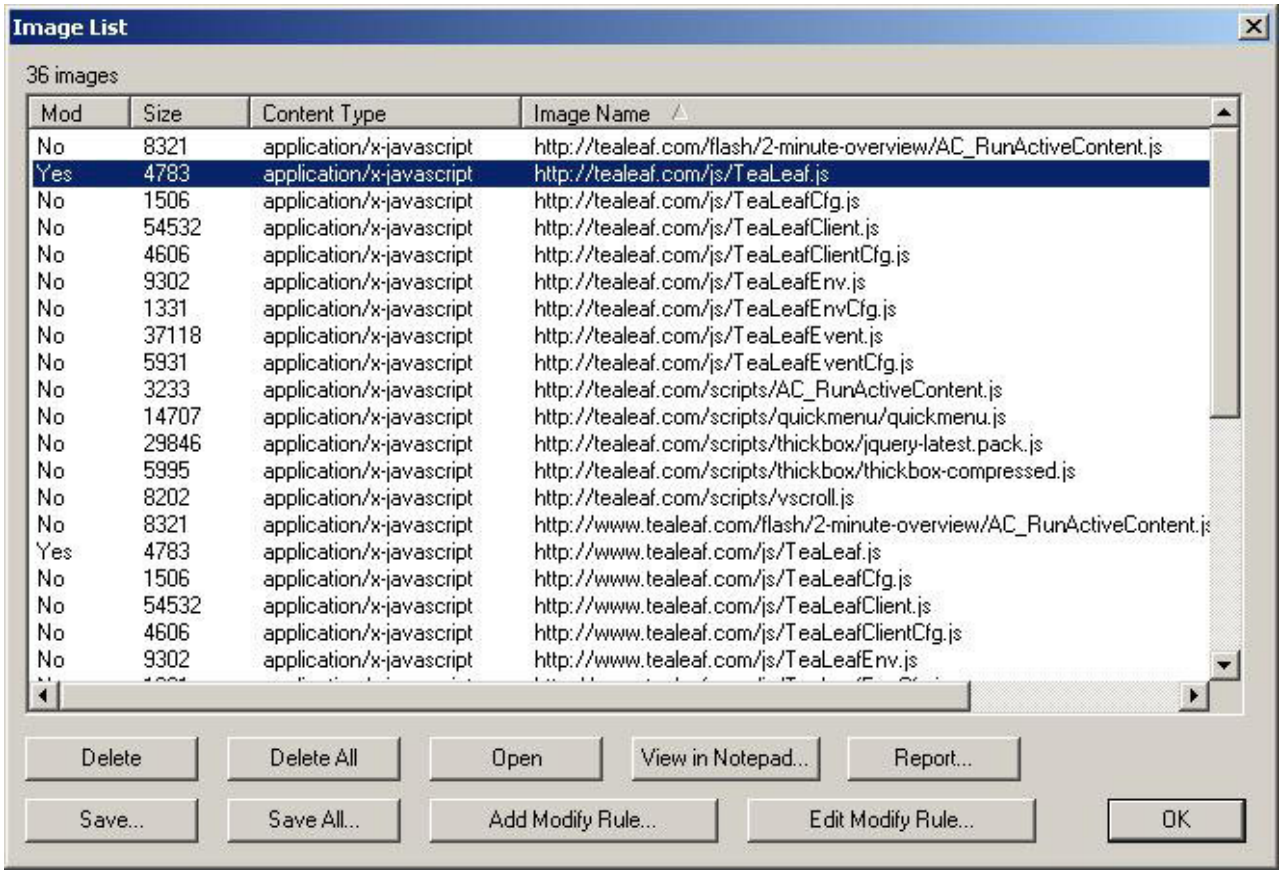


Figure 81. Image List

Column
Description

Mod A value of `Yes` indicates that an external file modification rule is created for this image. For more information about modifications, see "RTV Profile" on page 191.

Size The size of the file in bytes

Content Type
The content type of the image

Image Name
The full URL of the static file

At the bottom of the Image List, you can select the following commands:

- **Delete** - Delete selected image from session
- **Delete All** - Delete all images that are displayed in list

  Note: Profile rules that reference deleted images are not updated or removed. During subsequent replay, you may encounter replay errors if these replay rules are not corrected.
- **Save** - Save the selected image to your local computer
- **Save All** - Save all images to your local computer
- **Open** - Open the selected image in the file's viewing application
- **View in Notepad** - View the file in `Notepad.exe`
- **Report...** - Generate a tab-separated report on the contents of the image list, including the size, content type, and the URL of the source image.
- **Add Modify Rule...** - Add an External File Modify rule to your profile. For more information about modifications, see “RTV Profile” on page 191.
- **Edit Modify Rule...** - If the image has an external file modify rule that is created for it, you can edit it as needed. For more information about modifications, see “RTV Profile” on page 191.

List Session Pages

When search results are displayed during replay of a specific session, the List Session Pages command has two distinct modes. It operates in different ways if it is started from the replay of a single session or from a Search Result page.

List Session Pages during replay of a single session:

When you select **View** > **List Session Pages** when a single session is opened, the Session Pages dialog displays all pages in a session.

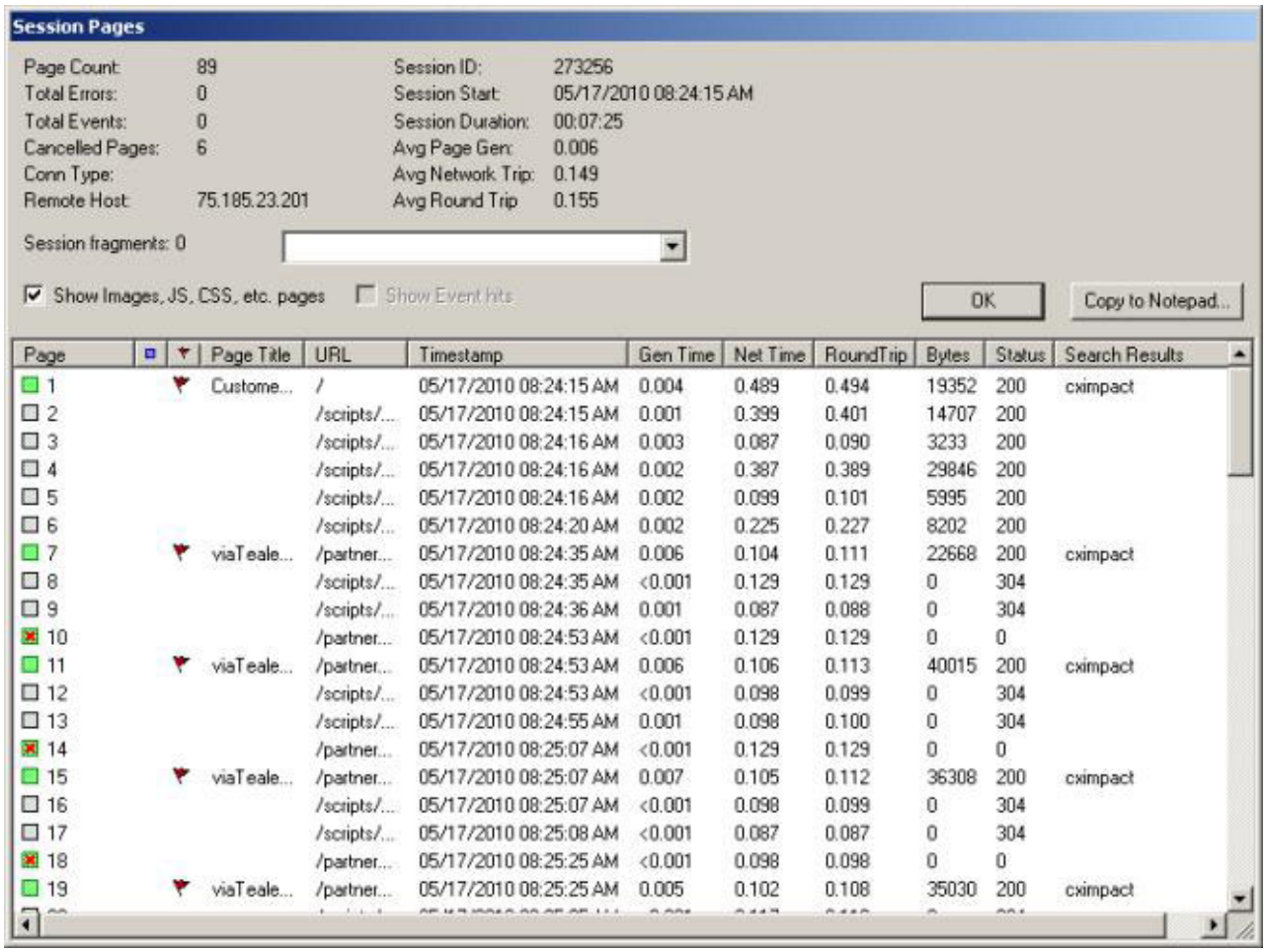


Figure 82. Session Pages

The total number of fragments in the session is listed above the table, and the currently displayed fragment is listed in the textbox.

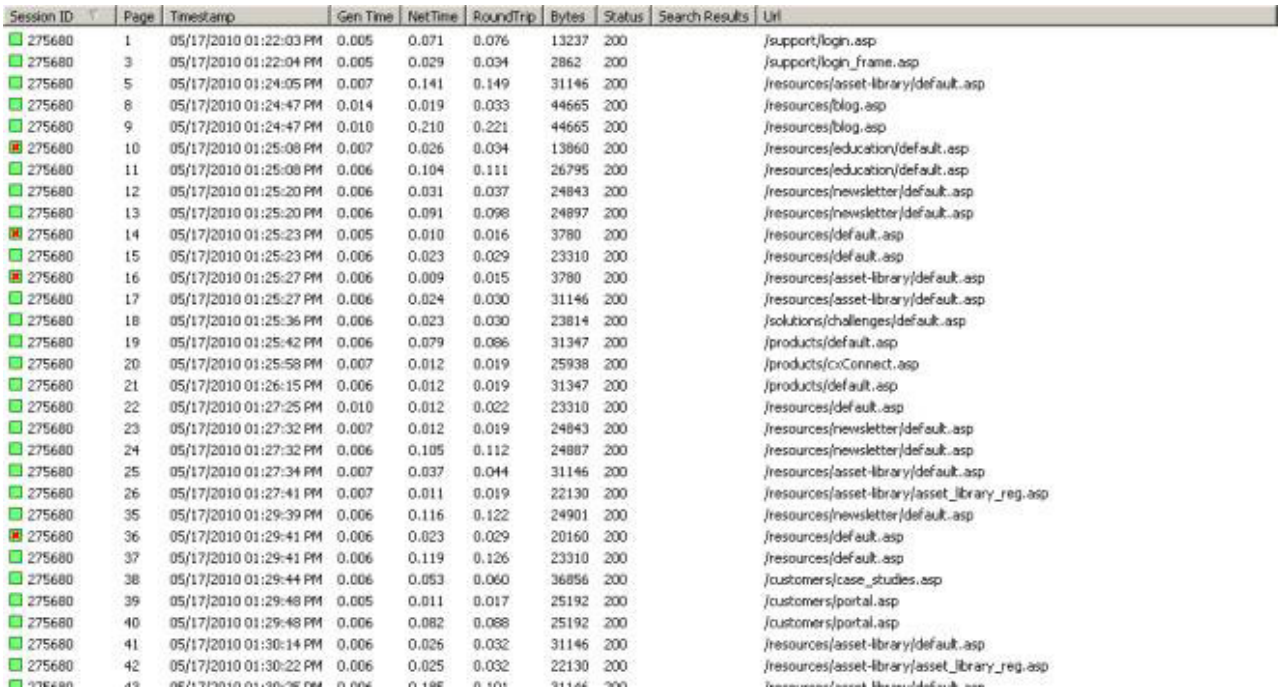
- If the session is not fragmented, this box is empty.
- To display a different fragment, select it from the drop-down list.
- To toggle the display of events in the list, click the **Show Event Hits**check box.
- To toggle the display of static content pages like images, JavaScript, click the check box next to Show Images, JS, CSS, etc. pages.
- To copy the contents of the List Pages pane to a new text file in Notepad, click **Copy to Notepad**.

For more information about the columns in the table, see “Viewable Pages list” on page 38.

List Session Pages from a search session segment:

When Search Results are displayed and at least one session is selected, the List Session Pages command opens a **PageList**tab that displays all of the pages in the selected sessions.

An example of the Page List tab is shown in the figure below:



Session ID	Page	Timestamp	Gen Time	NetTime	RoundTrip	Bytes	Status	Search Results	Url
275680	1	05/17/2010 01:22:03 PM	0.005	0.071	0.076	13237	200		/support/login.asp
275680	3	05/17/2010 01:22:04 PM	0.005	0.029	0.034	2862	200		/support/login_frame.asp
275680	5	05/17/2010 01:24:05 PM	0.007	0.141	0.149	31146	200		/resources/asset-library/default.asp
275680	8	05/17/2010 01:24:47 PM	0.014	0.019	0.033	44665	200		/resources/blog.asp
275680	9	05/17/2010 01:24:47 PM	0.010	0.210	0.221	44665	200		/resources/blog.asp
275680	10	05/17/2010 01:25:08 PM	0.007	0.026	0.034	13860	200		/resources/education/default.asp
275680	11	05/17/2010 01:25:08 PM	0.006	0.104	0.111	26795	200		/resources/education/default.asp
275680	12	05/17/2010 01:25:20 PM	0.006	0.031	0.037	24843	200		/resources/newsletter/default.asp
275680	13	05/17/2010 01:25:20 PM	0.006	0.091	0.098	24897	200		/resources/newsletter/default.asp
275680	14	05/17/2010 01:25:23 PM	0.005	0.010	0.016	3780	200		/resources/default.asp
275680	15	05/17/2010 01:25:23 PM	0.006	0.023	0.029	23310	200		/resources/default.asp
275680	16	05/17/2010 01:25:27 PM	0.006	0.009	0.015	3780	200		/resources/asset-library/default.asp
275680	17	05/17/2010 01:25:27 PM	0.006	0.024	0.030	31146	200		/resources/asset-library/default.asp
275680	18	05/17/2010 01:25:36 PM	0.006	0.023	0.030	23814	200		/solutions/challenges/default.asp
275680	19	05/17/2010 01:25:42 PM	0.006	0.079	0.086	31347	200		/products/default.asp
275680	20	05/17/2010 01:25:58 PM	0.007	0.012	0.019	25938	200		/products/cxConnect.asp
275680	21	05/17/2010 01:26:15 PM	0.006	0.012	0.019	31347	200		/products/default.asp
275680	22	05/17/2010 01:27:25 PM	0.010	0.012	0.022	23310	200		/resources/default.asp
275680	23	05/17/2010 01:27:32 PM	0.007	0.012	0.019	24843	200		/resources/newsletter/default.asp
275680	24	05/17/2010 01:27:32 PM	0.006	0.105	0.112	24887	200		/resources/newsletter/default.asp
275680	25	05/17/2010 01:27:34 PM	0.007	0.037	0.044	31146	200		/resources/asset-library/default.asp
275680	26	05/17/2010 01:27:41 PM	0.007	0.011	0.019	22130	200		/resources/asset-library/asset_library_reg.asp
275680	35	05/17/2010 01:29:39 PM	0.006	0.116	0.122	24901	200		/resources/newsletter/default.asp
275680	36	05/17/2010 01:29:41 PM	0.006	0.023	0.029	20160	200		/resources/default.asp
275680	37	05/17/2010 01:29:41 PM	0.006	0.119	0.126	23310	200		/resources/default.asp
275680	38	05/17/2010 01:29:44 PM	0.006	0.053	0.060	36856	200		/customers/case_studies.asp
275680	39	05/17/2010 01:29:48 PM	0.005	0.011	0.017	25192	200		/customers/portal.asp
275680	40	05/17/2010 01:29:48 PM	0.006	0.082	0.088	25192	200		/customers/portal.asp
275680	41	05/17/2010 01:30:14 PM	0.006	0.026	0.032	31146	200		/resources/asset-library/default.asp
275680	42	05/17/2010 01:30:22 PM	0.006	0.025	0.032	22130	200		/resources/asset-library/asset_library_reg.asp

Figure 83. Page List

When a single session is selected, the resulting Page List dialog includes the Session Canister ID. When multiple sessions are selected, the tab includes a simple numerical sequence number.

As shown in the preceding figure, the PageList session segment looks identical to the Hit session segment returned after a Search. Just like the Hit Session Segment pane, this dialog can be customized.

- To customize, right-click in the table and select **Customize View...**.

List ESI/Missing/Cache page data

When the currently loaded sessions contain ESI, missing, or server-side cached content, this selection opens the following window, which provides information about these objects.

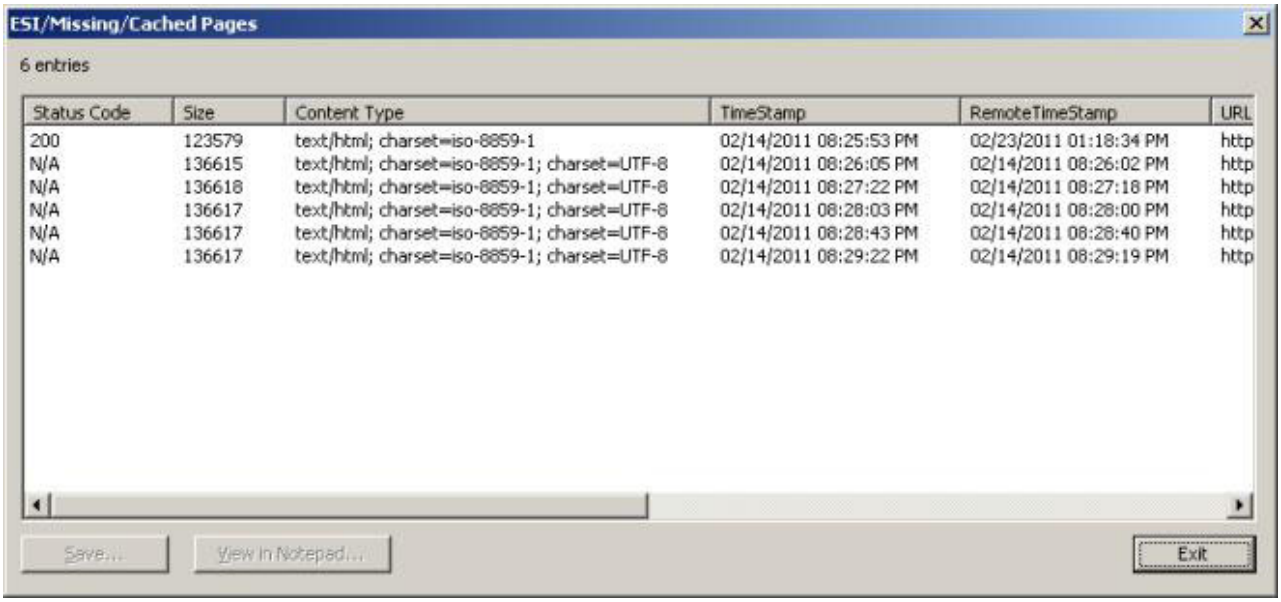

ESI/Missing/Cached Pages
6 entries
Status Code
Size
Content Type
TimeStamp
RemoteTimeStamp
URL
200 123579 text/html; charset=iso-8859-1 02/14/2011 08:25:53 PM 02/23/2011 01:18:34 PM http
N/A 136615 text/html; charset=iso-8859-1; charset=UTF-8 02/14/2011 08:26:05 PM 02/14/2011 08:26:02 PM http
N/A 136618 text/html; charset=iso-8859-1; charset=UTF-8 02/14/2011 08:27:22 PM 02/14/2011 08:27:18 PM http
N/A 136617 text/html; charset=iso-8859-1; charset=UTF-8 02/14/2011 08:28:03 PM 02/14/2011 08:28:00 PM http
N/A 136617 text/html; charset=iso-8859-1; charset=UTF-8 02/14/2011 08:28:43 PM 02/14/2011 08:28:40 PM http
N/A 136617 text/html; charset=iso-8859-1; charset=UTF-8 02/14/2011 08:29:22 PM 02/14/2011 08:29:19 PM http
Save...
View in Notepad...
Exit

Figure 84. ESI/Missing/Cached Pages window

- To save an object to your local hard disk, click **Save...**.
- To view a text-based object in `Notepad.exe`, click **View in Notepad...**.

Column
Description

`Status Code`
Status code that is associated with the object

`Size` Size of item in bytes

`Content Type`
HTTP content type information

`TimeStamp`
Timestamp reported by Tealeaf

`Remote TimeStamp`
Timestamp reported by the cache server

`URL` URL for the object

`Location`
Location from which the object was retrieved:

- `LiveSite` - from the origin server
- `RemoteTLI` - from a TLI file that is stored on a remote server

`TLI Name`
If the object is stored in a TLI file either locally or on a remote TLI server, the TLI file name is listed.

`MD5` MD5 associated with the object

Commands

The following commands are available for use.

View Request: When a session is selected for replay, use this command to view the request data for the session. See Chapter 3, "Request view," on page 73.

View Response: When a session is selected for replay, use this command to view the response data for the session. See “Response view” on page 86.

View Events: When a session is selected for replay, use this command to view the events that occurred on each page of the session. See “Events view” on page 89.

Show Page Load Details: When a page of a session is selected in Replay view, use this command to view the page load details for the page. See “Context menu” on page 177.

Note: The Page Load Details option is only available in Replay view.

Report: You can create an HTML report of either a summary of sessions or a list of all pages by using the Report command.

Toolbars:

Use this command to select the toolbars to display in RTV and to configure toolbar options.

Available toolbars:

- Main Toolbar
- Replay Navigation Toolbar
- Request/Response/Replay Toolbar
- Page Dropdown Toolbar
- Search Toolbar
- To toggle the display of text on each menu button, click the **Display Toolbar Labels** check box.
- To hide from display any toolbar that does not apply to the currently active RTV view, click the **Hide Toolbars** check box.
- To apply toolbar changes, click **OK**. The available toolbars are updated to reflect the changes.
- To cancel changes, click **Cancel**.

Show HTTP header:

When a hit is selected in Response view, this command displays the HTTP headers sent by the web server to the visitor.

The following figure shows an example of a Response view with HTTP headers. The HTTP headers also can be displayed when the Response View is in Hex display mode.

Figure 85. Response view

Note: If the HTTP Header Skip option is set to `NEVER`, then RTV has no knowledge of the lines that compose the header, so RTV cannot display the HTTP header in Response View.

Zoom

In Replay view, you can use the Zoom tools to change the magnification of the main window.

- Set to `Fit` to change the magnification so that the entire page fits in the display window.
- Set to `Fit in Width` to change the magnification so that the page width fits in the main window width.
  - This setting is automatically enabled for replay of mobile sessions if replay screen size is controlled by user agent attributes.
  - This setting is not supported for IE6.

    Note: For mobile browsers, screen dimensions are populated in the Extended User agent section of the request by the Tealeaf Reference session agent. Enabling this function requires the IBM Tealeaf CX Mobile module, a separately licensable product for the IBM Tealeaf CX system. please contact your IBM Tealeaf representative.
  - For more information about mobile browser replay, see "Search and Replay for Mobile Web" in the *IBM Tealeaf CX Mobile User Manual*.
- This setting is applied globally to all sessions loaded in RTV.

Show Viewable Pages list

When Show Viewable Pages is selected, the main window includes the Viewable Pages list on the left side.

Show App Events: This option toggles display of application events in the Viewable Pages List, when that pane is displayed.

Show Form Fields: When the Show Viewable Pages list is displayed and the Form Fields Pane command is selected, the Show Viewable Pages pane includes the Form Fields Pane.

Tools menu

This information describes the different options that are available in the RTV Tools menu.

Option Description

Add Annotation

When a page is selected, you can add an annotation to the page, which can be used to provide additional contextual information such as support case numbers, troubleshooting notes, and similar useful information. Annotations are stored with the session data, when it is written to disk or back to the server. To delete a created annotation, right-click the annotation on the page and select Delete.

Save Annotations

When one or more annotations are added to the session, this option becomes available. When selected, the unsaved annotations are stored with the session data in the Canister. You can save annotations to active or completed sessions.

Note: Annotations are not available for search until the session has been indexed or re-indexed. You cannot search for annotations in active sessions.

Diff Sessions

When two sessions are selected, you can use this command to display differences between the sessions. The Diff Sessions command can be used in Request view or Response view.

Create Viewer exe with Session(s) Attached

You can use this command to create an executable file that contains viewer controls to replay only the selected sessions, which are attached to the file. You can open the session file that is attached to an RTV `.exe` through RTV. See Open.

Results Sets

Use the Results Sets command to review, copy, delete, join, and analyze saved result sets. Optionally, you can configure RTV to automatically create and save result sets for each set of returned search results. See Managing result sets in RTV.

Find and Merge All Fragments of this Session

During normal operations, some sessions can become fragmented because of interruptions in user activity or other unanticipated reasons. Using this command, you can run a search for session fragments that are related through one or more variables in the request. Fragments with matching variables are joined to form a single session in the sequence that is dictated by the timestamps on the session data.

Update Active Session

If a selected session is still being actively generated by a visitor's actions, you can use this command to update the Session List with the latest captured data from the session.

AutoConfig from Tealeaf Master

Updates the local configuration that is based upon the selected Tealeaf® server. You can automatically configure all servers for searching, editing

events, and updating shared profiles by entering the name of the main Tealeaf server. All settings are then retrieved from the main server. This option is especially useful when there are multiple processing servers.

Options
Opens RTV options.

- Advanced Options tab
- RTV Profile
- Replay tab

Get Images Context Menu

When the download is complete, the following options are available in the context menu.

Right-click an entry in the list and select one of the following options:

Option Description

Copy URL to clipboard
Copy the URL of the selected content to the clipboard.

Copy all to clipboard
Copy all the URLs in the list to the clipboard.

Open URL
Open the downloaded content in your default browser.

View Data
View the raw data through the browser.

View Data in Notepad
View the raw text data in `Notepad.exe`, which is useful only for text-based content.

Host/Port remapping

You can control from where non-captured static content is retrieved during replay using the Host/Port Remap dialog. These settings are stored in a profile, which is explained more in the section about Profiles.

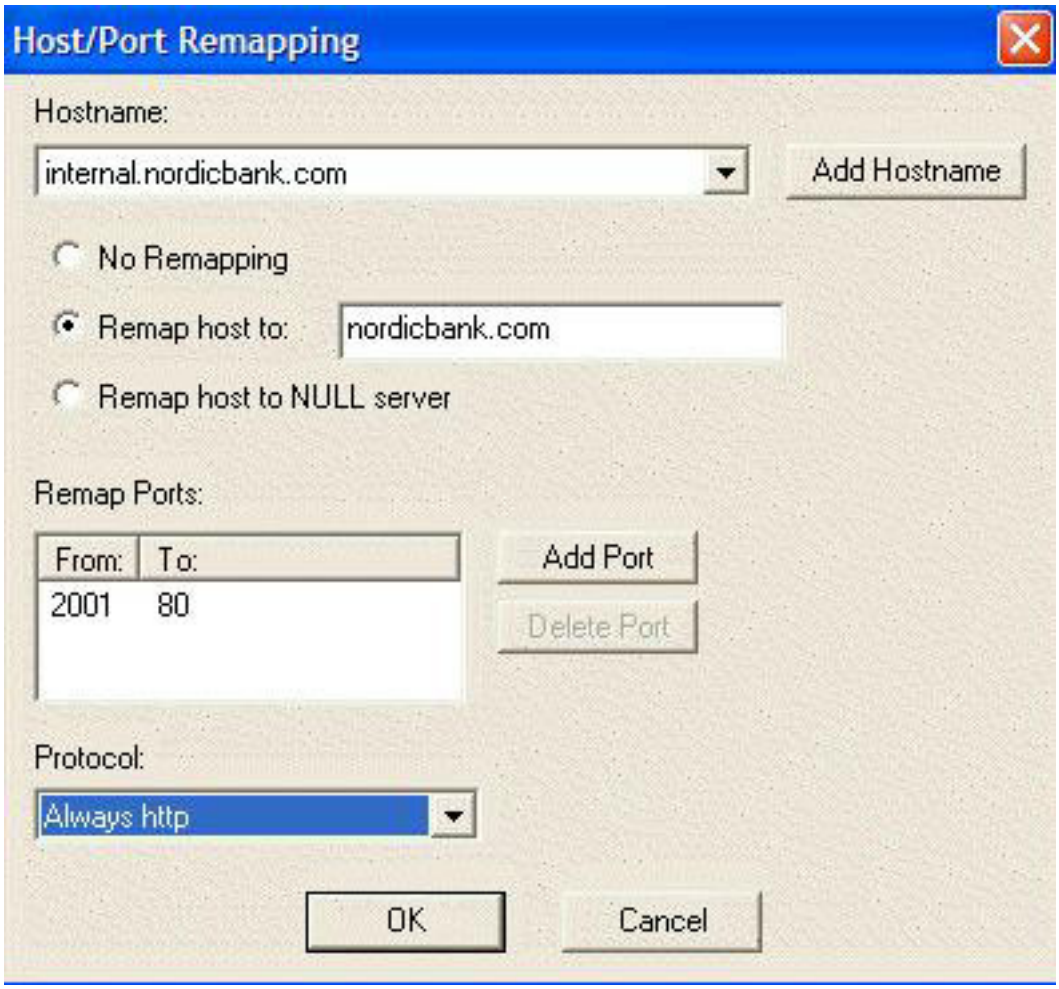


Figure 86. Host/Port Remapping

In the Host/Port Remapping dialog, you can specify the translation from one host name to another or from one port number to another. You can also force all requests for pages or static content files to use http or https, regardless of how the visitor requested the page or binary file. Remapping a host to a null value forces all binary files that are requested for that host to return a null. This null remapping may be necessary when the host name of a site on the Internet is not accessible from behind a firewall.

In the above example, the defined hint maps binary file requests from `internal.nordicbank.com:2001` to request that same page from the name `nordicbank.com:80`. The "Always http" setting in the Protocol drop-down is configured to make requests for the binary files using the HTTP protocol, even if the visitor made the requests by using the HTTPS protocol.

- To remap to the default HTTP port, set the remapped value to `0`.

After remapping, the host names that are displayed in the status bar and in the viewable pages list are updated to reflect the remapped host.

FramePlacer

The FramePlacer tool assists you in creating profile rules and hints to help RTV reassemble child frames and framesets. The outputs of this tool are the hint lines in the Profile file.

Note: The FramePlacer does not work well with dynamically generated framesets. During replay, you can select `Replay Rules` from the context menu in the Viewable Pages pane. Then, select `Place this page in a frame`. A list of available frames is listed. This command also instructs RTV to always place the page in a specific frame and creates a profile rule.

To begin, in the Viewable Pages list, you can select the file in the left plane. Then, select **Tools** > **FramePlacer**.

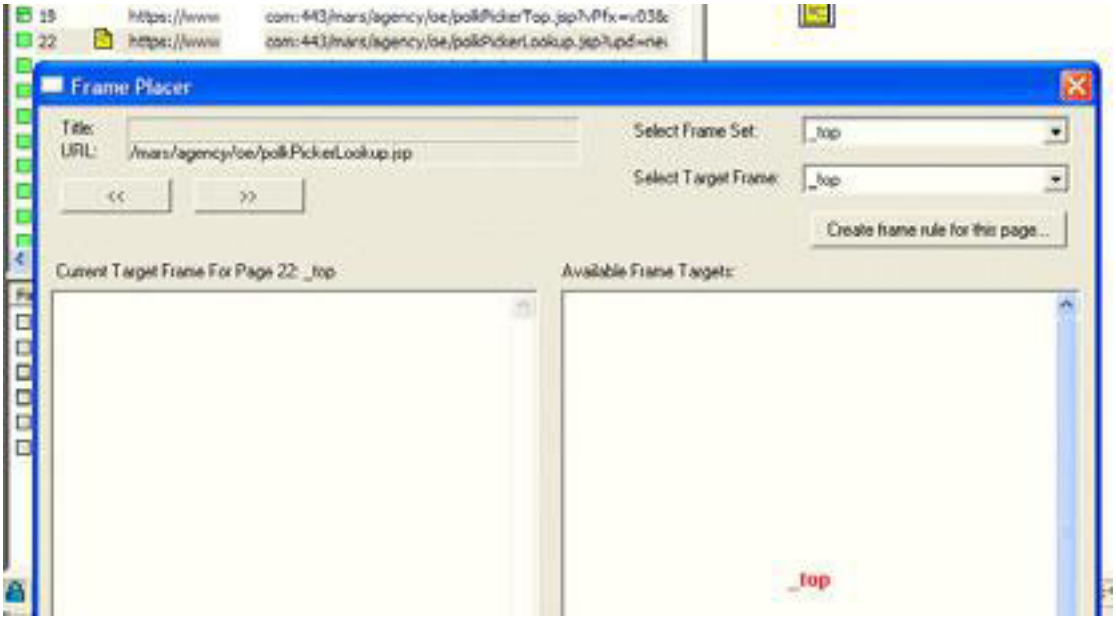


Figure 87. FramePlacer

The URL text block contains the URL of the selected page, and the HTML Title of the page, if available, is in the Title text box. The two drop-downs on the right initially display _top, which is also displayed in the Available Frame Targets list box. These references indicate that the page is identified to RTV as a standalone page currently.

RTV does not know where to place the URI, so you must define it. Usually, the frameset is the one referenced in the page that is displayed in the session before the page in FramePlacer. To select a different frameset, click the Select Frame Set drop-down. The following figure shows the framesets available in the session.

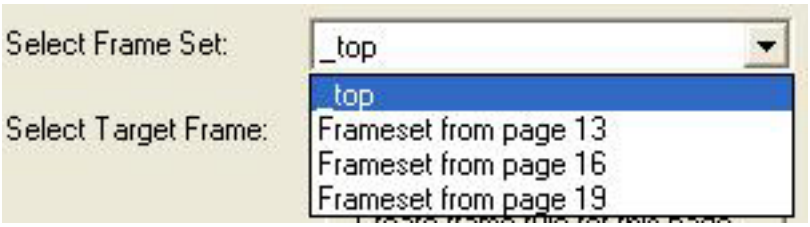


Figure 88. Framesets in a session

After you select a frame set, you must configure the target frame, which is the pane within the frame set where the page belongs. The following figure shows that the frameset on page 19 has two named frames, "content" and "lookup".

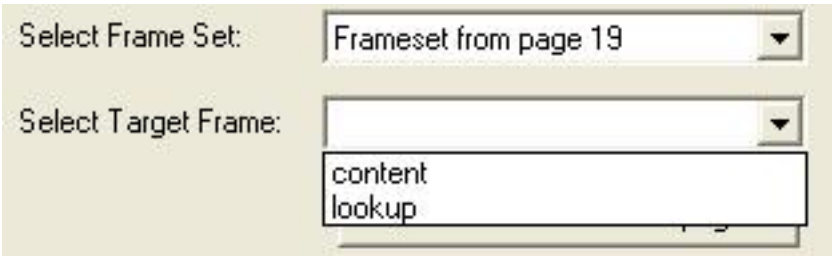


Figure 89. A frameset with two named frames

Creating a Frame rule:

If you close the FramePlacer window without saving the hint, it is discarded. To save the frame rule that you have created, click **Create frame rule for this page**. The Create Frame rule dialog appears.

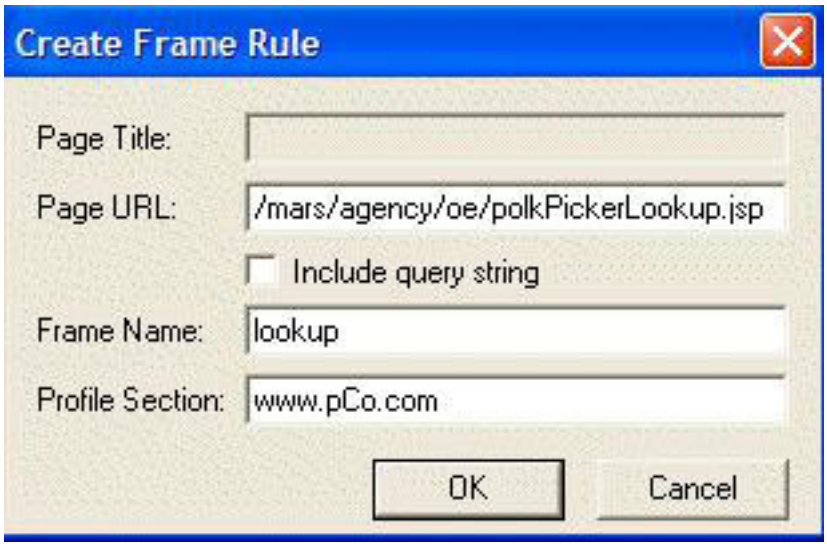


Figure 90. Create Frame Rule

The URL for the page and the name of the frame are displayed. If you want, you can use a "*" as a simple wildcard in any URI.

If you select Include Query String, the entire query string from the Request is included in the rule. Include the query string if the name of the page is insufficient for specifying the content.

The Profile Section textbox identifies the specific Replay Mapping Section in the Profile into which to place the frame rule.

The created frame rule is displayed in the following figure:

```
[www.pCo.com]
SERVER_SUBST_MODE=0
FRAME1=/mars/agency/oe/polkPickerLookup.jsp,lookup
```

Figure 91. A Frame rule

This rule specifies that the URI `polkPickerLookup.jsp` must be placed in the nearest prior lookup frame.

Additional frame rules are numbered sequentially as they are created.

Fragments merge options

RTV can be configured to attempt to merge all session fragments into a single, unified session for replay purposes.

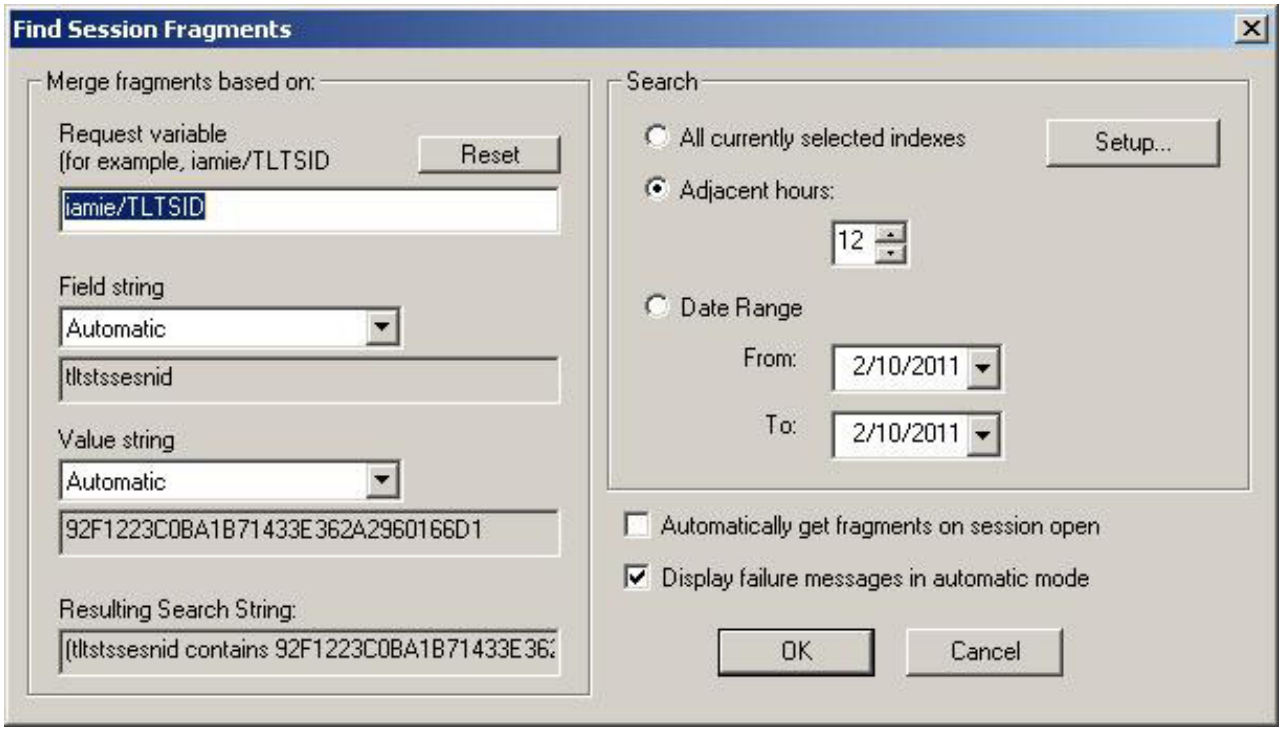


Figure 92. Find Session Fragments

Before replay is run, RTV completes a search of the session indexes that correspond to the settings specified in the preceding dialog. When matches are found for the sessions through the indexes, RTV assembles the pieces of session into a single, integrated replay experience.

- Since RTV uses the Canister's indexes for locating session fragments, fragment merging does not apply to active sessions.
- Sessions stay fragmented within the Canister. These fragment merge options must be respecified whenever the session is requested.

Note: RTV uses the Canister indexes available through Search Server to locate session fragments to merge based on the parameters that you specify. As a result, you can specify only request variables that are marked for indexing. Other request variables that are not indexed cannot be used to specify as the identifying key for merging fragments.

- For more information about the request contents that are indexed for search, see "Configuring CX Indexing" in the *IBM Tealeaf CX Configuration Manual*.

The following sections describe the options for merging session fragments.

Merge:

These options define the criteria on which session fragments are determined to be from the same session.

Option Description

`Request variable`
You can specify an indexed variable in the request in the form of `<request_section>/<variable>` to use as the basis for the merge.

- To reset merge options to default values, click **Reset**.

`Field string`
You can choose a data field whose value is used to match session fragments.

- `Automatic` allows RTV to resolve the field string to use.
- `Custom` allows you to specify the field string.

`Value string`
This area can be used to define the value of the field string on which to merge session fragments by using `Automatic` or `Custom` values.

Search:

These options define the scope of the search for session fragments.

Option Description

`All currently selected indexes`
When selected, RTV searches all currently selected indexes for matching session fragments.

- To select different indexes to search, click **Setup...**. See “RTV Search Setup” on page 99.

`Adjacent hours`
For any session fragment, RTV can be specified to search a defined number of hours before and after the timestamp associated with the fragment.

Date Range
You can search specific dates for matches.

Automatically get fragments on session open
After session fragments are merged, you can choose to automatically have all merged fragments to be integrated into a single session when the session is opened.

Display failure messages in automatic mode
In Auto Replay mode, you can choose whether to display messages when session fragments cannot be merged.

Window menu

This information describes the different options that are available in the RTV Window menu.

Option Description

New Window

Opens a new RTV window.

Cascade

Cascades the opened RTV windows.

Tile

Tiles the opened RTV windows.

Arrange Icons

Arranges any iconized RTV windows.

Current Windows

You can access currently opened windows in RTV at the bottom of the Windows menu.

Help menu

This information describes the different options that are available in the RTV Help menu.

Option Description

Help for this page

Access help from inside RTV. Tealeaf® Help contains the latest documentation for each version of IBM Tealeaf CX RealiTea Viewer.

Product Documentation

Review the PDF documentation for RTV and all IBM Tealeaf products.

About

Review version information for your installation of IBM Tealeaf CX RealiTea Viewer.

Note: If you are contacting Tealeaf® Customer Support, you can be asked to provide the IBM Tealeaf CX RealiTea Viewer and web browser versions that are listed at the bottom of the About screen.

Application toolbars

Above the main application window, you can use the displayed toolbars to access common functions.

- You can choose which toolbars to display in RTV. See “Toolbars” on page 165.

Main Toolbar

Descriptions of buttons on the Main Toolbar.

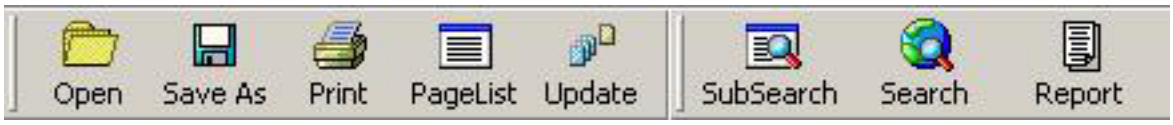


Figure 93. Main RTV Toolbar

Button **Description**

Open Opens a saved session file.

Save As
Save the selected session under a new name.

Print Print the contents of the selected pane.

PageList
Toggle display of the Pages List.

Update
If an active session is selected, you can click the **Update** button to query for and retrieve any pages that are added to the session.

SubSearch
Specify a subsearch of the currently active search results. See “Session search and Subsearch” on page 105.

Search
Specify a new search for sessions. See “Session search and Subsearch” on page 105.

Report
Generate a report of the currently selected sessions or all sessions available in the segment. You can export summary, list, or detailed reports.

Replay Navigation Toolbar

The Replay toolbar is available when Replay view is active.

- See “Replay view” on page 30.

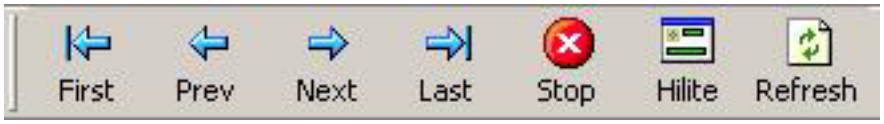


Figure 94. Replay Navigation Toolbar

Button **Description**

First Start replay from the first page of the session.

Prev Start replay from the previous page of the session.

Next Start replay from the next page of the session.

Last Start replay from the last page of the session.

Stop Stop replay.

Hilite
Toggle the highlighting of UI events on the page.

Refresh
Refresh the replay view.

Note: When you refresh an active session, the currently displayed page is not refreshed. When UI events are part of the currently displayed page, a refresh can cause replay to jump to the previous standard page and disrupt the replay.

Request/Response/Replay Toolbar

A description of the buttons available on the Request/Response/Replay Toolbar.

Figure 95. Request/Response/Replay View Toolbar

Button Description

Request
Switch to Request view. See Chapter 3, “Request view,” on page 73.

Response
Switch to Response view. See “Response view” on page 86.

Replay
Switch to Replay view. See “Replay view” on page 30.

Page Dropdown Toolbar

A description of the Page Dropdown Toolbar.

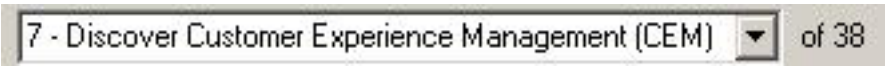


Figure 96. Page Dropdown Toolbar

To jump to any page in the session, select the page from the dropdown.

- Pages are listed by page number in the session and the title of the page.
- You can use the page dropdown to jump to UI pages.

Search Toolbar

A description of how to use the Search Toolbar.

Figure 97. RTV Search Toolbar

You can use the Search toolbar to quickly specify a field search of completed sessions in the currently selected canister or canisters.

To specify a search of a specific field:

1. Select the type of search from the first drop-down:
   - `Free Text` - Searches all indexed text.
   - `Request Text` - Search the request text.
   - `Response Text` - Search the response text.
   - `Page Count` - Search for sessions that contain an equal, greater, or lesser number of specified sessions.
   - `URL` - Search for specific URL values. This value is derived from the `appdata/TLT_URL` variable in the request.
   - `Client IP` - Search for a specific IP address for a visitor. This value is contained in the `REMOTE_ADDR` field of the request.
   - `Domain` - Search for a specific domain. This value is derived from the `appdata/TLT_SERVER` variable in the request.
2. For numeric value fields, such as Page Count, you can specify comparison operators.
   - For text searches in this toolbar, all searches use the `equal` option.
   - For more information about what can be entered in these values, see "Search syntax" on page 127.
3. Select or enter the search term for which to search.
   - The drop-down contains recent searches that you have run.
4. From the Date drop-down, you can specify the preceding time in which to search for results in the canister or canisters.
5. To run the specified search, click **Search**.

Context menu

In the Page Load Details window, you can use the context menu to complete the following commands.

Menu Item
Description

`Host/Port Remap...`
Starts the host and port remapping dialog. See "RTV Menus" on page 153.

`Copy URL to clipboard`
Copy the selected URL or URLs to the clipboard.

`Copy all to clipboard`
Copy all URLs to the clipboard.

`Open URL`
Open the selected URL in a browser.

`Block this URL from contacting remote host`
Block this specific URL or URL pattern from contacting a remote host during replay. In the dialog, enter the URL to block.
- You can use `?` or `*` wildcards in specifying the URL.

- To replace the entire query string with a * wildcard, click **Replay query string with wildcard**.
- If possible, the request is satisfied by the session data even if blocked. If the data is in the browser cache internal to RTV, the request continues to be satisfied from there.
- Blocked URLs are represented by an icon in thePage Load Details page, and the Source column indicates `Block Rule`.
- Blocked URLs are saved as replay rules in the Profile.

Remap URL...
Remap the URL for the selected external resource to a new URL. See "Remapping URLs" on page 179.

Post Data
(if request is a POST) contains a submenu that lists POSTed data items. The submenu contents vary based on the content type of the POSTed data:

- For `application/x-www-form-urlencoded` data, submenus list individual form parameters.
- For `text/xml` data, a single submenu that is labeled `XML`, followed by the number of bytes, is displayed. Selecting the XML submenu item displays the XML data in its raw format and in an easier-to-view format.
- For AMF data, the menu label is `AMF`, followed by the AMF IDs of the messages that are contained in the POST. Selecting this submenu item displays a decoded version of the AMF POST.

Pages (if request is a POST) contains a submenu listing pages in the session whose URLs match this request.

- Each submenu item indicates whether the page's POSTed data matches the data that was POSTed during replay. For those items that do not match, additional submenu items list the data items that do not match.
- For `application/x-www-form-urlencoded` data, the submenu items list matching page URLs and differences between POSTed data and captured parameters. Selecting a listed parameter initiates configuration of an IgnoreReqVarForURLMatch rule.
- For AMF data, the submenu items list individual message IDs and the 20 IDs surrounding each message. They show differences between decoded flattened versions of the AMF data, which allows you to compare values in them.
- For XML data, the submenu items list matching page URLs. They show differences between flattened versions of the XML data, which allows you to compare values in them. You can use these comparisons to debug Ajax replay issues. For example, some parameter value on Ajax calls generated during replay never match the values that are generated during the original session. You can use listed parameters to create rules that allow RTV to ignore them when it tries to determine which captured Ajax page best matches requests that are made during replay.
- To view the source data of any matching page, click **View...**.
- To compare the submitted post with any matching page, select **Diff...**. See "Diffing posts" on page 181.

Request Headers
Click to view name-value pairs in the header of the request.

Response Headers
Click to view name-value pairs in the header of the response.

View Response Text...
When the selected object is an AMF hit, this option decodes the binary object and displays it in text form in `Notepad.exe`.

Remapping URLs

You can use the remapping URL feature to remap the URL of content external to the captured pages of a session to a new destination. Remapping URLs is commonly used in situations where the external content is not available or accessible from the original site, and a copy is saved on another server to which you can remap the URL.

Note: This feature applies only to external content. It cannot be used to modify the URL of captured pages.

This remapping feature simplifies the response modification methods. Advantages:

- You can modify based on content that you can see, instead of working to locate the content to remap.
- This method circumvents potential cross-site scripting issues that can occur in response modification of some sites.

To remap a URL, right-click the resource in the Page Load Details display and select **Remap URL...**. The following dialog is displayed:

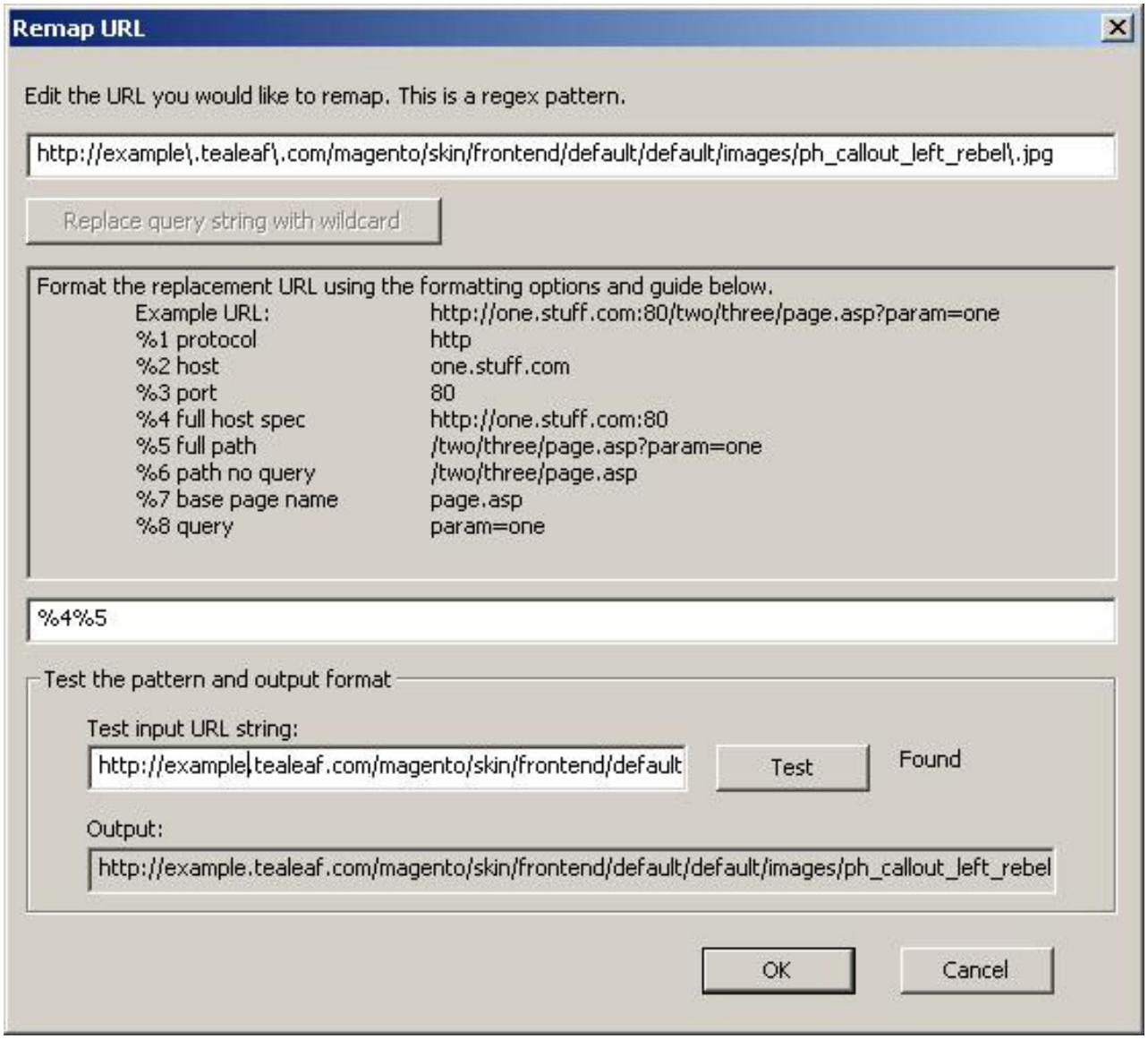


Figure 98. Remap URL dialog

The formatting options that you select are applied to the Output that is generated by applying the Regular Expression to the Test Input URL string. Complete the following steps to remap the URL.

1. Edit URL: The URL of the resource you selected is displayed in the topmost textbox. You can edit this URL to make changes as needed. The URL is a regular expression pattern, so you cam make changes using regular expression patterns.
   - If the URL contains query parameters (all content after a ? in the URL), you can replace all of this content with a wildcard, so that any instance of the URL is remapped. To remap all instances of a URL with query parameters, click **Replace query string with wildcard**.
   - For more information about regular expressions, see Chapter 8, "Regular expressions in the RealiTea Viewer," on page 241.
2. Format replacement: In the second textbox, you can format the output string by referencing components of the example URL. In the example, the entire URL is replaced by adding the following options:

%4%5

3. Test Input URL: By default, this text string is the URL of the resource you selected. You can modify this text string as needed.
4. Test remap: To test the remap, click **Test**. The regular expression that you created is applied to the test input URL and formatted by using the formatting options you specified to generate the Output URL.
   - If the regular expression was able to be successfully applied to the input string, then a `Found` message is also displayed.
5. Output URL: The generated URL.
6. To apply the URL remapping, click **OK**.
7. The remapping is applied to the opened session as a new replay rule.

Diffing posts

For POSTed pages, you can compare the posted data from the page to the data that was posted during RTV replay. Using this feature, you can track down discrepancies that can impede or break replay of AJAX-based web applications.

For example, suppose that you identify a page in which a 404 error occurred while you are requesting content during the replay. When you right-click the data and select **Pages** > **Diff**, the following information can be displayed:

```
Matches: 16

Captured diffs: 1
/SOAP-ENV:Envelope/SOAP-ENV:Body/tns:GetMineSubsidance/tns:effDate/#text=
20100921

Requested diffs: 1
/SOAP-ENV:Envelope/SOAP-ENV:Body/tns:GetMineSubsidance/tns:effDate/#text=
20101202
```

In the preceding example, 16 items on the destination page were matches, and one was not. You can compare the captured diff counts and data to the requested diff counts and data to analyze the issue: A difference in the date parameter caused the request to generate the 404 error.

With the provided information, you can create replay rules to ignore these requests or to remap them to the original URL to best match the original request during replay.

• See “Replay rules” on page 58.

Annotations in RTV

During replay of active or completed sessions, annotations can be added to the stored session to provide contextual information that is supplied by the Tealeaf user.

For example, if the session covers a problematic customer transaction, a customer support representative can add an annotation through RTV to identify the page where the customer had the problem.

- Annotations that are created on pages that are identified as non-viewable are moved to the preceding viewable page in the session.
- Annotations are not saved in exported Tealeaf archive files (`TLA`).

Note: After you create annotations, you can search for them through RTV and through the Portal. For search purposes, it is useful to employ a standardized lexicon for annotations.

To add an annotation:

1. Click the Replay tool in the toolbar to select Replay view.
   - See “Replay view” on page 30.
2. Select the page to which you wish to add an annotation.
3. Right-click the main window, and select **Add Annotation...**.
   - In the RTV menu, you may also select **Tools** > **Add Annotation**.
4. In the popup, enter the text of the annotation.
5. The annotation is added to the page in Replay view as a yellow window or icon, if the annotation is closed.
   - In the Viewable Pages list, you can identify pages that contain annotations by scanning the Yellow Icon column.
6. You can leave the Annotation window open, or click the X in the corner to make it appear as an icon. The open state is saved with the annotation and is restored on subsequent loads of the session data.

To open an annotation:
Right-click the annotation icon in the RTV main window and select **Open Annotation**.

To delete an annotation:
Right-click the annotation icon in the RTV main window and select **Delete**. The annotation is removed from the page.

You may also create annotations through Browser Based Replay. See "Tracking Interactions through BBR" in the *IBM Tealeaf cxImpact User Manual*.

Availability of annotations through search

After you have added, edited, or deleted an annotation, the session is queued for reindexing. When the session has been reindexed, changes to its annotations are now available for search.

- If multiple changes are made to a single session, each change is queued. If possible, the indexer reindexes all changes at the same time.

Note: Depending on the length of the queue at the time annotation changes are saved, it may take a few minutes before the changes are available through search of completed sessions.

Note: Since annotations must be indexed for search, you cannot search for annotations in active sessions.

Working with annotations

You can search for annotations through RTV or the Portal.

- See “Session search and Subsearch” on page 105.
- See "Searching Session Data" in the *IBM Tealeaf cxImpact User Manual*.

Search templates can be configured to enable searching for annotations.

- See "Configuring Search Templates" in the *IBM Tealeaf cxImpact Administration Manual*.

- For more information about search templates for RTV, see “Search templates” on page 135.

Session fragmentation

For a single session identifier, you can discover that the session is stored in two or more pieces. *Session fragmentation* can occur for intentional or unintentional reasons.

Active session data is stored in the Short-Term Canister, an in-memory database. To prevent the memory database from becoming overwhelmed with sessions that can no longer be actively in use by the visitor, Tealeaf imposes three internal safeguards to prevent the STC from being overwhelmed. These safeguards are based on three criteria (defaults in parentheses):

- Session size (`5242880` kb)
- Number of pages in a session (`2048` hits)
- Time (`60` minutes)

If any of these limits is exceeded, then the session is automatically closed in the Short-Term Canister and moved to the Long-Term Canister for indexing for search. For example, suppose that you are browsing a website for over one hour. The resulting session data is stored in two fragments inside of Tealeaf, as the time limit exceeds.

- For more information about configuring these limits, see "Configuring the CX Canister" in the *IBM Tealeaf CX Configuration Manual*.

You can review attributes that are related to the merged fragments through RTV. See Chapter 6, “Session attributes,” on page 231.

Events for monitoring fragmentation

Tealeaf provides three events that can be used to monitor the three criteria that are mentioned that trigger session fragmentation. In the Tealeaf Event Manager, you can look for events whose names begin with `Costly Session`.

- See "Tealeaf Event Manager" in the *IBM Tealeaf Event Manager Manual*.

In the Tealeaf Portal, you can create event charts to monitor the presence of these events in your session data.

- See "Tealeaf Report Builder" in the *IBM Tealeaf Reporting Guide*.

Based on your analysis of these events, you may decide to change the limits, or you can manage fragmentation through RTV.

Effects of fragmentation

The following are effects of fragmentation.

- An excess of session fragmentation can degrade performance in RTV.
- Session-based events are triggered in each session fragment, which can result in redundant counting of individual events

Find and merge

You can configure RTV to locate and merge session fragments into a single complete session. Using the Find and Merge command, you can find and merge session fragments.

There are two methods of merging fragmented sessions:

- *Auto Merge:* When Auto Merge is enabled through the RTV options, the finding and merging of session fragments is done on the Tealeaf server before the session is loaded by RTV. Matching fragments up to 24 hours before or after the session fragment can be merged. Auto Merge is enabled by default and requires no additional configuration.
- *RTV Merge:* RTV can merge fragments, too. While this method is slower, it can be useful in special cases or when Auto Merge is not viable.

Auto merge

The following figure shows the result of an Auto Merge-enabled search. The session IDs of sessions without fragments are shown with unique session identifier (304, 256, 259 in the following image). Sessions with multiple, merged fragments have session IDs consisting of their TLTSID (a 32-character string) followed by the IBM Tealeaf cxImpact unique session identifier (such as 24FD407B4FBB088C623DD7BF2B9AFD63 - 396).

Note: RTV can auto-merge session fragments from a single canister only. If you must merge across multiple canisters, use RTV Merge.

The session that follows the preceding fragment has the following identifier: 24FD407B4FBB088C623DD7BF2B9AFD63 - 83. This identifier has the same TLTSID as the previous session and a different IBM Tealeaf cxImpact unique session identifier. The search returned two session fragments (396 and 83) that were actually part of the same session.

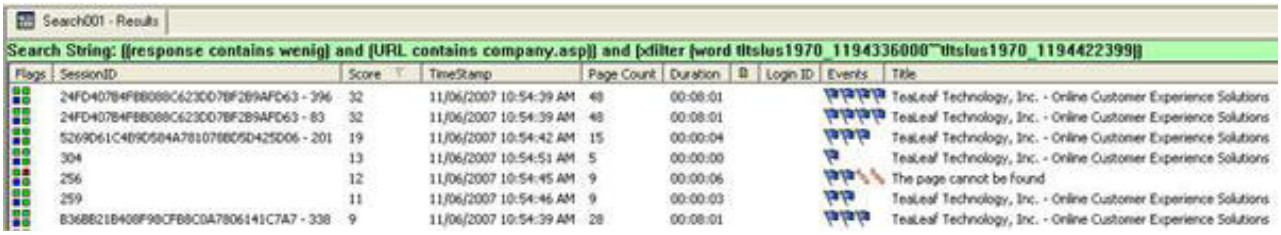

Search001 - Results
Search String: [(response contains wenig) and (URL contains company.asp)] and [xfilter [word tltslus1970_1194336000~tltslus1970_1194422399]]
Flags SessionID Score TimeStamp Page Count Duration Login ID Events Title
24FD407B4FBB088C623DD7BF2B9AFD63 - 396 32 11/06/2007 10:54:39 AM 48 00:08:01 TeaLeaf Technology, Inc. - Online Customer Experience Solutions
24FD407B4FBB088C623DD7BF2B9AFD63 - 83 32 11/06/2007 10:54:39 AM 48 00:08:01 TeaLeaf Technology, Inc. - Online Customer Experience Solutions
5269D61C4B9D584A781078BD5D425D06 - 201 19 11/06/2007 10:54:42 AM 15 00:00:04 TeaLeaf Technology, Inc. - Online Customer Experience Solutions
304 13 11/06/2007 10:54:51 AM 5 00:00:00 TeaLeaf Technology, Inc. - Online Customer Experience Solutions
256 12 11/06/2007 10:54:45 AM 9 00:00:06 The page cannot be found
259 11 11/06/2007 10:54:46 AM 9 00:00:03 TeaLeaf Technology, Inc. - Online Customer Experience Solutions
B36BB21B408F98CFB8C0A7806141C7A7 - 338 9 11/06/2007 10:54:39 AM 28 00:08:01 TeaLeaf Technology, Inc. - Online Customer Experience Solutions

Figure 99. Session Fragment Merge Options

Auto Merge can be configured to ignore session close events, and also find fragments that were erroneously closed by events. See “Advanced Options tab” on page 207.

RTV Merge

You can use the RTV Merge method to merge fragments.

To merge fragments by using the RTV Merge method, select a session from the session list. Then, select **Tools** > **Find and Merge all Fragments of this Session**. The dialog that is shown in the following figure is displayed:

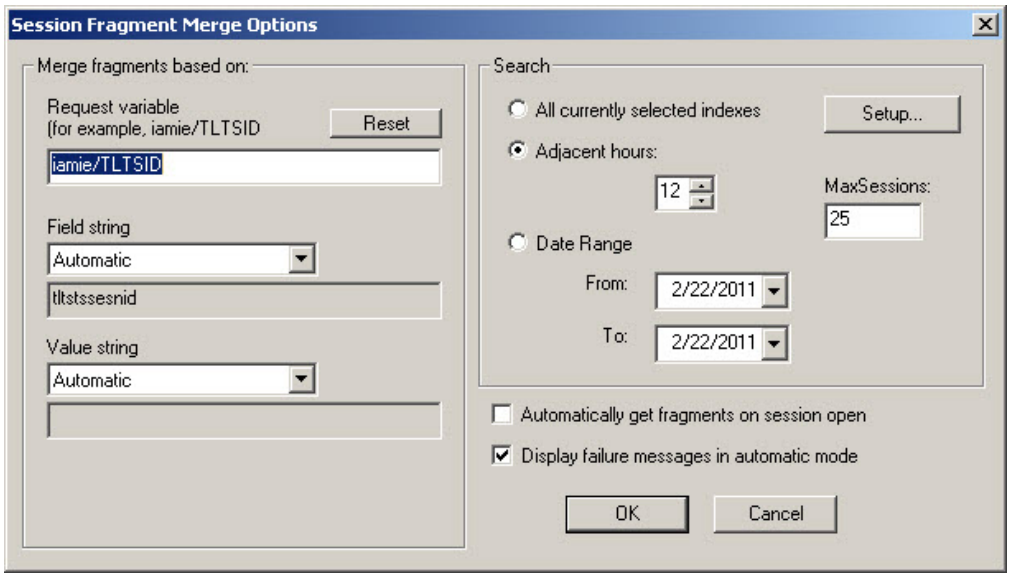


Figure 100. Find Session Fragments

Using the Find Session Fragments dialog, you can select how RTV merges session fragments and run a session merge operation.

RTV uses the **Request Variable** field to extract a value from the loaded session. This value is used to construct a search, which locates fragments of the session.

If a session is fragmented and your IBM Tealeaf cxImpact system is using a strong sessioning mechanism such as the Tealeaf Cookie Injector, then the best field to use for merging session fragments is the default, the iamie/TLTSID field.

- See "Installing and Configuring the Tealeaf Cookie Injector" in the *IBM Tealeaf Cookie Injector Manual*.

If your IBM Tealeaf cxImpact system is using a weak sessionization mechanism such as using the values of ASPSESSIONID or JSESSIONID, then you can merge on another field in the Request block. Typically, the `env/remote_addr` field is used. Merging on `REMOTE_ADDR` can reassemble session fragments in a couple of meaningful ways:

1. If the IBM Tealeaf cxImpact system is sessioning on a weak sessionization mechanism, merging on `REMOTE_ADDR` can show you if the JSESSIONID or ASPSESSIONID is changing during the visitor's session.
2. In a strong or weak sessionization mechanism, merging on `REMOTE_ADDR` can reassemble session fragments where a visitor crossed during a session primary domain boundaries, which are controlled by the same Tealeaf system. A user starts at `myco.com`, and then at some point is directed to the domain `myco-orders.com`, and later is directed back to `myco.com`. By merging these fragments on `REMOTE_ADDR`, these two session fragments can be re-assembled into one session.
3. If you are trying to merge fragments for users behind a Proxy, it is best to use the TLTSID field.
4. If the session fragment shows the HTTP_USER_AGENT to contain the string "AOL", avoid using Find and Merge based on `REMOTE_ADDR`. The AOL systems use dynamic proxies. User sessions/pages are intermingled, and a single user

session can hop between proxies, which can create multiple address values (REMOTE_ADDR) in pages from the same domain.

Differences in fragment counts between Auto Merge and RTV Merge

A different number of fragments is returned when you allow Auto Merge to bring together session fragments and when you use RTV merge to bring them together.

The possible reasons are:

- Auto Merge does not merge across servers. For example, suppose your Tealeaf solution uses multiple Canister Servers and that session fragments are split across them. Since Auto Merge cannot merge across servers, these multiple fragments are displayed as separate sessions on different canisters.
- RTV Merge has a time window in which it searches for fragments. The value of this window before and after the main fragment can differ from the time window that is configured for Auto Merge.
- Auto Merge limits the total data size to prevent generation of enormous sessions. Some fragments can be excluded based on the configurations setting.

For more information about Auto Merge settings, see "Replay tab" on page 187.

Find and Merge controls

The other Find and Merge controls define some of the search buttons.

You can search across:

- *All currently selected indexes* - searches every IBM Tealeaf cxImpact server of which RTV is aware for sessions that have the same Find and Merge field value.
  - To select a different set of indexes on one or more Search Servers, click **Setup...**. See "RTV Search Setup" on page 99.
- *Adjacent hours* - (default) Given a specific session that you wish to Find and Merge, this option searches only those indexes that cover a specific time period on either side of the specific session. This setting is configured by default to search 12 hours on each side of the session.
  - *MaxSessions* - Use this value to specify the maximum number of sessions to retrieve as part of the Find and Merge operation.
- *Date Range* - searches only the specific indexes that cover the specified time range for other session fragments having the same find and merge field value.
- When `Automatically get fragments on session open` is selected, RTV completes a Find and Merge operation on any session that you open. RTV remembers the find and merge field you have selected.
- If RTV attempts a find and merge and fails to find any other fragments with the same field value, RTV displays a dialog box that shows you the results. To disable display of this dialog box, select `Display failure message in automatic mode`.

RTV main window title bar changes with Find and Merge

If you are looking at a Request, Response, or Replay view of a session, the Canister ID (a sequential number) is displayed in the main window's title bar. If RTV successfully completes a merge operation, the main window's title bar contains the value of the find and merge field.

Replay tab

The Replay tab controls the most common options that affect how an RTV user sees the visitor's session.

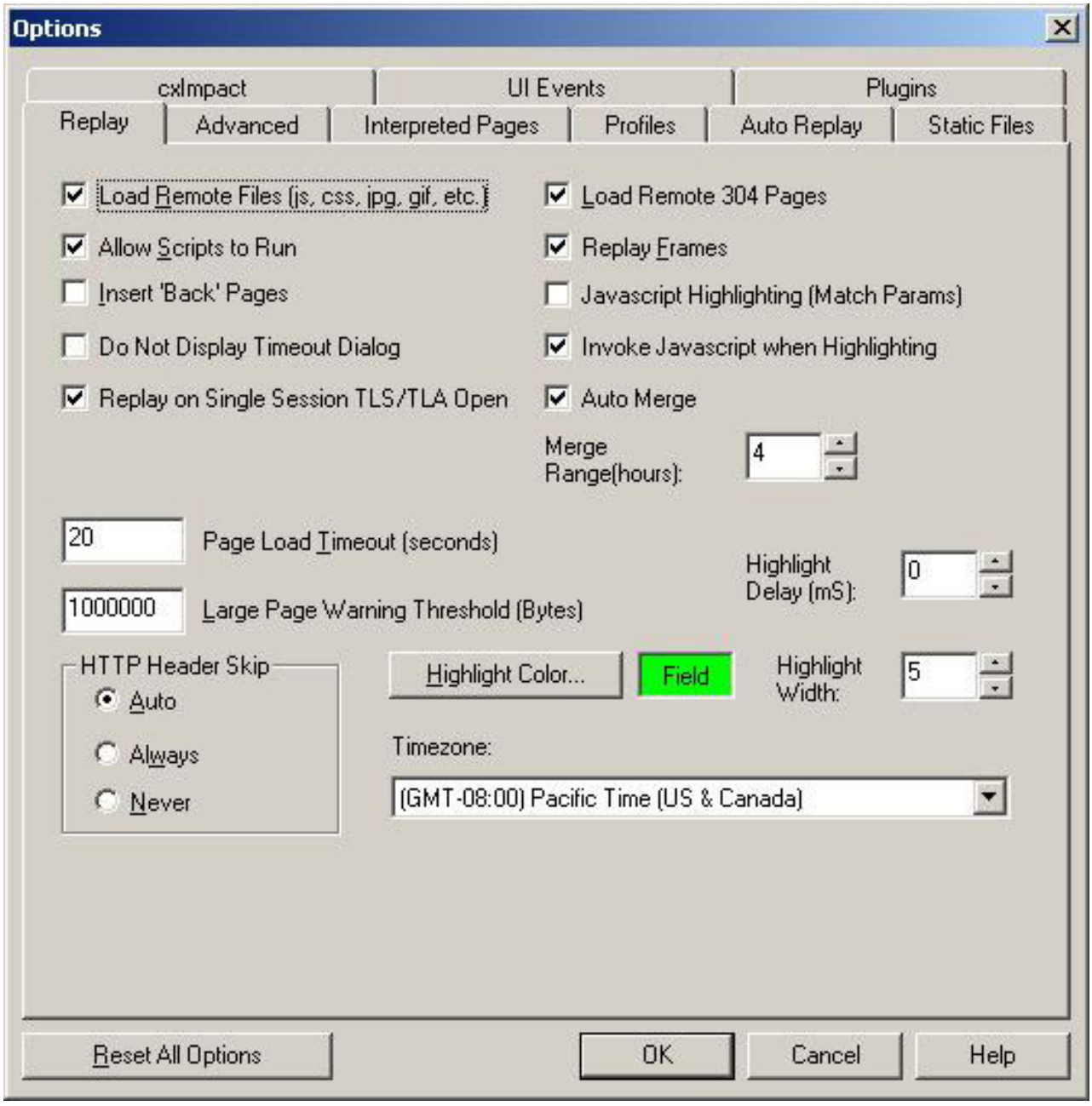


Figure 101. Replay tab: controls many RTV options

Load remote files

When selected, RTV attempts to download any static, non-captured files that are referenced by the text pages of the session.

If it is not selected, the text pages are rendered without any of the referenced images, style sheets, or JavaScript include files. The resulting user impression can

be different from the visitor's experience, but the speed of the replay of the session is accelerated. Clearing this feature is a useful tool for somebody familiar with the web application, who is interested in quickly stepping through the visitor's pages.

Allow scripts to run

This master control enables or disables all JavaScript in OnLoad events, external files, or wherever it is displayed in the page.

When disabled, the page can be rendered with a user impression different from what the visitor experienced. Write commands, including JavaScript requests for binary files, are disabled.

If the page issues a request to a third-party tracking server, RTV issues those same requests during replay. Turning off JavaScript prevents these requests. You can choose to enable JavaScript while you notify the third-party tracking application to ignore requests that include a HTTP_USER_AGENT containing the string "RealiTeaViewer".

Insert 'Back' pages

This check box enables or disables the Back Button Detection feature of RTV.

Note: Recent changes to browser behavior have curtailed the usefulness of this feature, which inserted pages into session data to enable Back button detection. Some Ajax requests can generate false positives, so this feature is now disabled by default.

Do not display timeout dialog

When selected, the dialog that is displayed when RTV cannot download one or more external files for the page is suppressed. RTV pauses during the timeout.

Replay on Single Session TLA/TLS open

When selected, a session segment with a single session is automatically opened in Replay View.

If the option is not selected, RTV opens the session segment pane first.

Load remote 304 pages

If a visitor session has some static pages in it that are already cached on the visitor's workstation, the web servers return a 304 status code, and Tealeaf capture ignores the page.

During replay, however, the whole page may be needed. When the session is opened for replay, RTV looks for any 304 pages in the session information and attempts to retrieve the files from the original site.

Replay frames

When selected, RTV assembles the parts that make up a framed page into a single user-impression. If this is not checked, RTV displays each child frame or IFrame content as an individual page in Replay view. This affects only Replay view. In Request view, each child frame or IFrame is shown individually.

JavaScript Highlighting (Match Params)

When a site or page uses JavaScript to link to a page or submit a form, it is generally not possible for RTV to highlight the button that the visitor clicked because that information is not available in the captured session.

JavaScript Highlighting (Match Params) instructs RTV to inspect the arguments of JavaScript methods that are attached to buttons and links to determine if any argument matches the URI of the subsequent page. If a match is found, the related link or button is highlighted in Replay View to indicate that the user clicked it.

In addition to looking for a URL as a parameter, RTV tries to match the JavaScript method parameters against URL fields that are submitted with the following request. RTV assigns a weight to each button based on the number of JavaScript method parameters that match URL fields that are submitted with the following request. It highlights the button with the highest weight.

The next two options can be used to help RTV to guess what must be highlighted.

Invoke JavaScript when highlighting

When highlighting is enabled, setting this option starts any JavaScript associated with a highlighted object.

- This option must be selected for replaying sessions with client UI events.
- For sessions without UI events, it can cause undesirable behavior and must be disabled.

AutoMerge

This feature enables session fragments to be merged together into a single session by Search Server and delivered to the RTV desktop.

When AutoMerge is enabled, Search Server attempts to match session fragments that are based on the `TLTSID` value, starting with the key session and then merging adjacent sessions until the session is merged or the limits are reached. It allows the merge to happen on the TeaLeaf server, which is more efficient than allowing RTV to complete the merge.

Any search result set can contain results from multiple fragments, and those result sets can merge into either identical sessions or sessions that share same `TLTSID` with different sets of pages or with different start/end times that depend on the data size limit and/or the time range. The following configuration settings can affect Auto Merge:

- By default, Search Server imposes a limit of 16 MB for a merged session. This setting prevents AutoMerge from building sessions that exceed 32-bit memory capacity or that contain, for example, repeated bot traffic from a single day.
  - You can adjust the setting that is based upon the configured value for the maximum permitted session size (`Max Size Per Session`). See "Configuring the CX Canister" in the *IBM Tealeaf CX Configuration Manual*.
- In the Merge Range setting, you can configure the range of hours before and after a session fragment in which to look for other fragments from the same session. For example, if `Merge Range` is set to `2` hours, RTV searches for fragments from the same session in the 4-hour range around the timestamp for the fragment.
  - You can also configure this auto-merge range in Browser-Based Replay. See "Managing Tealeaf Servers" in the *IBM Tealeaf cxImpact Administration Manual*.

  - You can adjust the setting that is based upon the configured value for the maximum permitted session time (`Max Time Per Session`). See "Configuring the CX Canister" in the *IBM Tealeaf CX Configuration Manual*.
- By default, AutoMerge honors session close events, which are triggered when a session closes. If needed, you can enable the `Auto Merge Ignores Close Session Events` in the RTV Advanced options. See "Advanced Options tab" on page 207.

The Auto Merge feature is limited to merging by TLTSID, while the Find And Merge tool can merge on any search term. See "Annotations in RTV" on page 181.

Note: If fragments from the same session are displayed in multiple canisters, AutoMerge does not merge them.

Page Load Timeout (seconds)

You can set the length of time that RTV waits while it tries to download any binary files for the page being rendered.

If RTV tries to download a binary file and cannot retrieve the file, the **Page Load Timeout** warning dialog is displayed after the defined number of seconds has elapsed.

Large Page warning threshold (Bytes)

You can set the size of a page that triggers the Large Page Warning dialog.

When RTV encounters a page during replay that is larger than the size defined by this option, it displays the Large Page warning dialog to allow the RTV user to decide whether to render the page.

Highlight color

You can select the color that is used to highlight links or fields with which the visitor interacted during Replay View of a page.

Note: Page items are highlighted based on the data that is returned in the subsequent hit. If the default value for a check box is true, the returned data can include no information about the check box. RTV interprets them to mean that they were cleared and therefore must be highlighted.

Highlight delay (mS)

If a page dynamically builds or populates controls at load time, it can conflict with RTV's highlighting, because it is possible that the highlighting operation happens before the page is fully updated.

This can cause the highlighting to either not work, or do strange things, because of elements being non-existent, or incomplete. Especially if Ajax is involved. Setting the highlight delay allows the page to fully update before highlighting occurs. The delay is measured in milliseconds, and RTV starts counting when it gets the notification that the 'static' part of the page load is complete.

Highlight width

The highlighting used around links or controls is displayed with a rectangular box. You can specify the width of the lines that are used to draw this box.

- If you set the width to `0`, the form fields are populated, but no highlighting is applied.

HTTP header skip

This setting controls how RTV treats the HTTP Header lines that occur at the start of a response.

- Auto - RTV tries to recognize the HTTP Headers by looking for the first blank line in the Response (a CR-LF-CR-LF sequence).
- Never - RTV treats all lines in the Response as part of the response body. Use this option only if your web server does not return any HTTP headers in the response, which is a rare configuration. This option can be used if you want to see the HTTP Response Headers at the top in the Replay View.
- Always - RTV always skips down to the first blank line to start reading the response body.

Timezone

Tealeaf always records timestamps for hits using GMT time.

When these sessions are replayed, the RTV status line includes information about the time the Request was received from the client. This setting controls the translation from GMT time that is recorded in the Request block to the time displayed on the RTV status bar.

RTV Profile

In the received data stream, pages can be displayed that belong to child frames of a parent page that was received earlier in the session.

For example, Ajax technologies and IIS PostBacks cause changes in the appearance and content of pages already on the screen. Pages can cause XML data streams to be emitted and received from the web servers, which are then captured by Tealeaf. These pages must be integrated into the RTV replay stream.

For some applications, RTV must be provided with hints in the RTV Profile. Each user has a profile file to which these hints can be added.

Hints can also be synchronized by a central profile server. The RTV power users and Tealeaf administrators can update the central profile when the web application changes. The updates are propagated to all RTV users.

- The profile server does not maintain a history of revisions to profiles. Tealeaf administrators can manage revision history locally.

You can edit the most common profile elements through the RTV application. Users who are comfortable with XML can edit all profile options in the XML file.

Profile contents

RTV ships with a default profile for providing hints that help RTV replay the session. The Profile consists of a RequestMapping node and zero or more HostProfile nodes.

The RequestMapping node rarely changes. It contains the standard mappings followed by the major web server technologies: Apache and IIS. Each RequestEntry node within the RequestMapping section gives RTV a list of entries for which to search in a Request and from which to retrieve values that are needed to replay the session. It is unlikely that you will require to modify the RequestMapping node.

HostProfile nodes

In the HostProfile nodes, you can customize replay. The rules within each HostProfile node apply to all pages that come from a specified host. The host name is specified in the 'name' attribute. Do not include a protocol identifier, such as http or https, or a port number in the host name.

If your IBM Tealeaf cxImpact system is capturing many different web applications by using many different HTTP_HOST values, you need to create multiple HostProfile nodes. The host name can contain simple wildcards to allow a set of rules to apply to more than one host. For example, if your websites have one application that responds to `www.mybiz.com`, `mybiz.com`, and `public.mybiz.com`, and another application on `www.internalmybiz.com`, you would probably setup two HostProfile nodes,`*mybiz.com`, and `*internalmybiz.com`.

Be careful when you use wildcards to avoid creating conflicts between multiple HostProfile nodes that operate on the same domain. For example, if you had two HostProfile nodes: `www.tealeaf.com`, and `*.tealeaf.com`, sessions from `www.tealeaf.comwww.tealeaf.com`would always pick up rules from the `www.tealeaf.com`HostProfile node.

Note: When specifying a host, host names that exactly match a non-wildcard value always trump wildcard values.

Note that a single HostProfile node named "*" is allowed. This will match every host name, and if supplied, all session pages will use this HostProfile node.

The Rules within the HostProfile node control how RTV replays the session. Most of these rules can be created or modified through dialogs and menus within RTV, so editing the raw XML is not necessary.

The specific Replay Mapping directives are as follows:

Note: You may find it easier to add rules of these types through the view context menus. See RealiTea Viewer - Main Window.

Table 17. HostProfile Nodes

New Menu Item	Directive	Attributes	Use
New > **Add IgnoreUrl...**	IgnoreUrl	value="/blank.html" reqVar= (optional) reqVarValue= (optional)	Tells RTV that this is not a viewable page. If a matching page is displayed in the session, it is not inserted into the navigation list and cannot be opened during replay. • If the page is requested by an Ajax call or contains static content that is requested, it is used during replay. • The optional reqVar/reqVarValue attributes cause the page to be ignored only when the page contains either the reqVar, or the reqVar with a specific value. • See “Replay rules” on page 58.

Table 17. HostProfile Nodes (continued)

New Menu Item	Directive	Attributes	Use
New > Add Host/Port Remap...	RemapHost	mode=(on, off, null) value= Yourserver.com	Replaces the host name of the page with the specified host. There can be only one RemapHost node within a HostProfile node.
New > Add Host/Port Remap...	RemapPort	valueIn="1024" valueOut="80"	Changes any page by using the port in valueIn to the port number in valueOut. There can be multiple RemapPort nodes within a HostProfile node.
New > Add Host/Port Remap...	Protocol	value=(auto, http, https)	Overrides the captured protocol of the all pages to specified type. There can be only one Protocol node within a HostProfile node.
New > Add FrameRule...	FrameRule	url= "olpeckLookupPage .jsp" frame="lookup"	Places any matching URLs into the named frame.
New > Add ResponseMod...	ResponseModify	url=(regex pattern for matching for urls) pattern=(regex pattern to be replaced) replacementString= (string to replace the pattern) occurrences=(first, all)	Used to do special processing to pages before replay, generally to nullify any page execution that is undesirable in replay. • See "Replay rules" on page 58.
New > Add ExternalFileMod...	ExternalFileModify	url=(regex pattern for matching for urls) pattern=(regex pattern to be replaced) replacementString= (string to replace the pattern) occurrences=(first, all)	Used to do special processing of external files, such as js files, before replay, generally to nullify any page execution that is undesirable in replay. • See "Replay rules" on page 58.
New > Add IgnoreReqVarForURLMatch...	IgnoreReqVarForURLMatch	url= (regex pattern for matching for urls) reqVar=(var to ignore)	Used for Ajax replay. When matching requests generated during replay to captured hits in the session, some entries must be ignored, for example, a timestamp parameter. See "Replay rules" on page 58.
New > Add PopupUrl...	PopupUrl	value="/popup.html"	All pages that match the pattern are treated as Pop-up pages. These items are displayed in the NavList, and when you browse to them, they are displayed in a pop-up window. See "Replay rules" on page 58.

Table 17. HostProfile Nodes (continued)

New Menu Item	Directive	Attributes	Use
New > **Add HighlightOnlyUrl...**	HighlightOnlyUrl	value="/blank.html" reqVar= (optional) reqVarValue= (optional)	(AJAX pages) When UI Capture is not deployed, these rules mark the response of the specified URL as highlight only. In these cases, the response is treated as modifying the appearance of the preceding page, instead of replacing it. See "Monitoring client UI Events through RTV" on page 149.
New > **Add BlockUrl...**	BlockUrl	`url="http:/// www.example.com/ somepage.html"` **Note:** The protocol identifier (`http://` in the example) is required for this rule type only.	Specify a rule to block specific URLs or URL patterns from reaching out to the origin server. If the matching response is not in the session, no request is made to the origin server for the content, and the response is not displayed in RTV.

Profile Options

The following describes the settings available under the RTV Profiles tab.

The Profile and other RTV options are stored in TLS files by default. When a TLS file that contains these settings is loaded, changes to options within the Options dialog are actually controlling the options that are stored within the TLS, rather than RTV's global set of options. This is indicated by the TLS file name that is displayed in the Options dialog title bar.

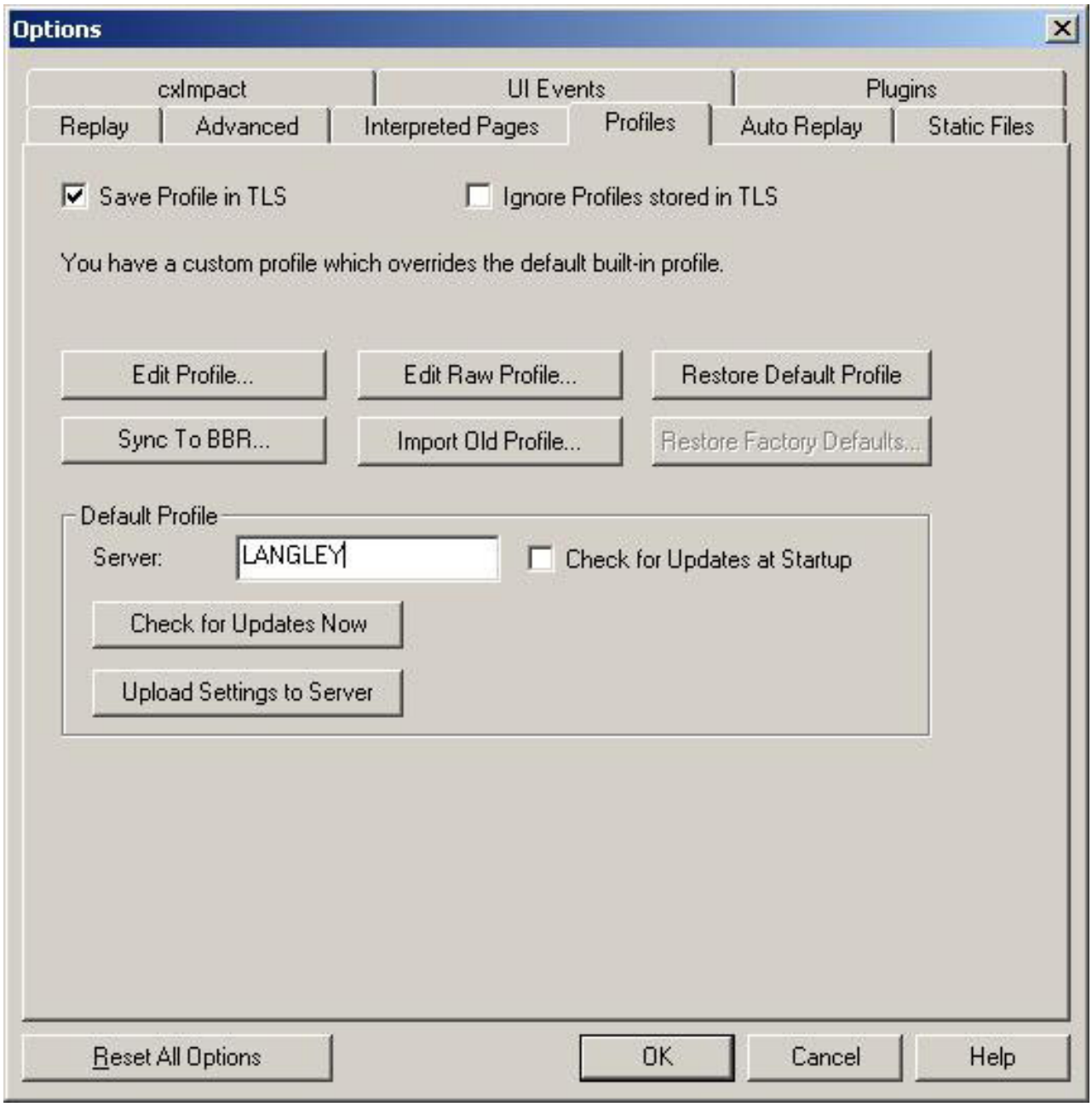


Figure 102. Options > Profile

Save profile in TLS

When selected, the current profile is saved when you save a session as a TLS.

Ignore profiles stored in TLS

When you load a TLS, if a profile and options are stored within it, they are applied when the session is loaded and replayed. Any changes that you make to the profile or options apply only to the loaded session. Those changes are lost if you close the TLS without saving and are not applied to the global profile.

- This option is disabled by default.

If this option is enabled, any profile or options that are stored within the TLS are ignored when the file is loaded and replayed. The global options and profile settings are used instead. You might choose to ignore the settings that are stored in the TLS if they are known to be incorrect and are sure of the global settings.

Note: After you change this option, you must close and reopen any currently open TLS files for the change to take effect.

Profile options buttons

A description of the buttons on the Profile Options dialog.

Button Description

Edit Profile
Opens the dialog shows in the following figure.

Edit Raw Profile
Opens a dialog for editing the raw XML of the profile. Be careful when you edit the XML directly, as formatting errors can render the entire profile unusable.

Restore Default Profile
Resets the profile to your default settings. These settings can be either the factory defaults or a custom default profile that you download from a Profile server.

Sync to BBR
Synchronizes the current RTV profile with the profile stored for BBR on the Search Server. See "Synching RTV profile with BBR" on page 199.

Import Old Profile
Import the profile from an old version of RTV. The old versions used a profile that is stored in a local configuration file, and the import function translates these profiles into the new XML format. This option is only useful if you have a pre-Release 6.0 version of IBM Tealeaf CX RealiTea Viewer installed on your computer.

Restore Factory Defaults
Resets the profile to the version provided with RTV and deletes any custom defaults loaded from a profile server.

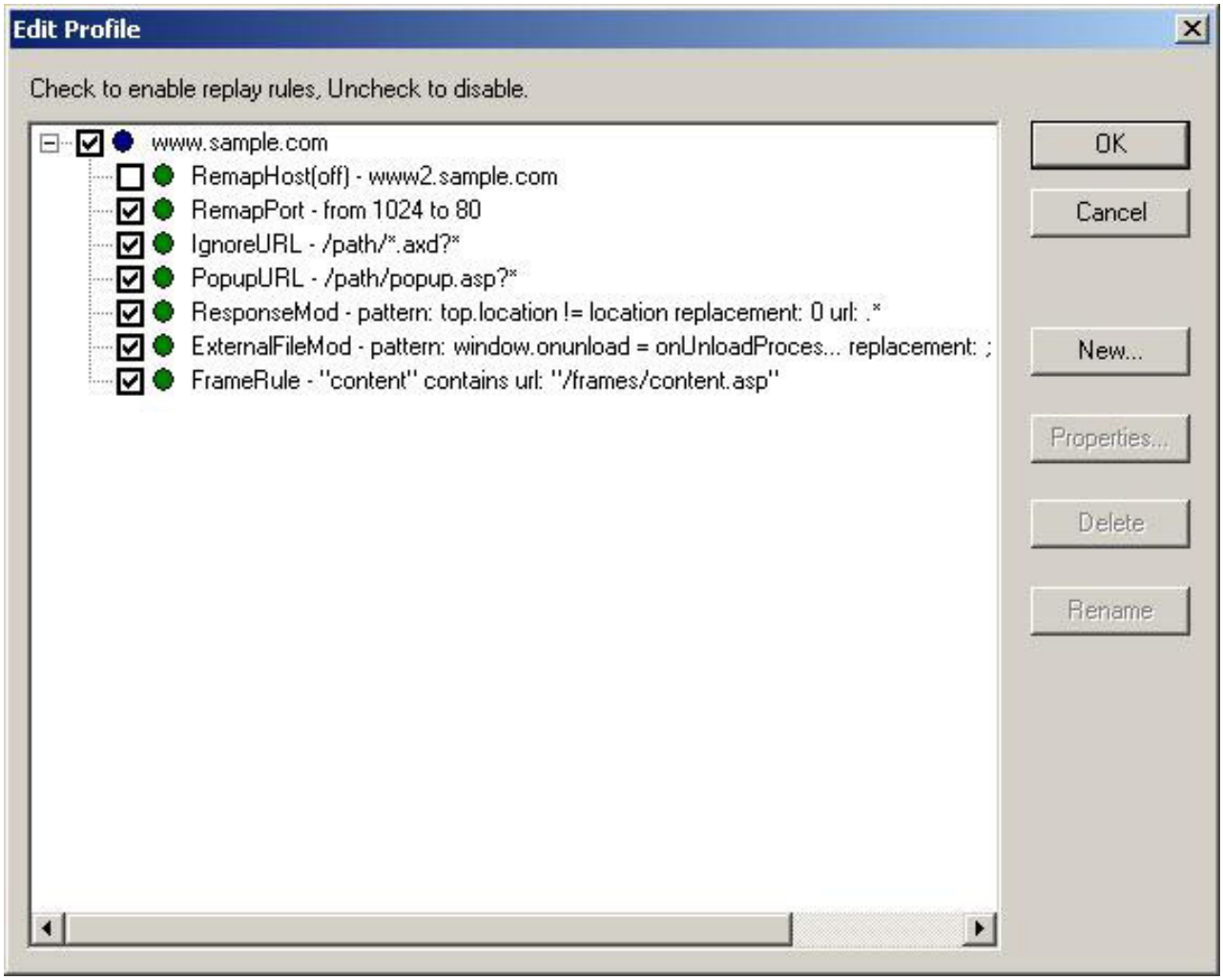


Figure 103. Edit Profile

Enabling or disabling profile rules

As profiles become more sophisticated, you can find it useful to be able to disable individual rules for troubleshooting purposes.

In the Edit Profile dialog, you can enable or disable individual profile rules or groups of profile rules by selecting the appropriate check box.

Creating a new profile rule

To create a profile rule, select any displayed profile rule and then click **New**.

Note: You can also create new profile rules from the context menus from the Request, Response, and Replay views in RTV. Using the context menu options often pre-populates the rule with relevant settings, which greatly simplifies the process.

- See Chapter 3, “Request view,” on page 73.
- See “Response view” on page 86.
- See “Replay view” on page 30.
- See “Viewable Pages list” on page 38.

- See “HostProfile nodes” on page 192.

Select the type of rule from the displayed list:

Rule **Description**

New Host
Add a host to monitor. The name of the host must be the full domain name of it (for example, `www.example.com`. Each host has its own set of profile rules, so you may need to add or copy rules from any existing host to the new one.

Add IgnoreURL
Specify a URL for a page or pages that must not be included in replay. You can apply wildcards `*` or `?` to the string.

Add Host/Port Remap
If needed, you can remap detected host names and port numbers in the captured session data to redirect to other host/port combinations. This type of rule is useful for forcing replay to not use a production server.

Add FrameRule
If IFRAMES are in use for the web application, you can specify these rules to place URLs or patterns of URLs into specified frames.

Add ResponseMod
These rules modify the response data based on detected patterns for one or more URLs.

Add ExternalFileMod
For files that are referenced in session data, these rules modify the response data based on detected patterns so that unwanted effects are not applied to the session replay.

- See “Replay rules” on page 58.

Add IgnoreReqVarforUrlMatch
These rules can be used to specify `[urlfield]` values or query parameters that must be ignored when matching replay requests to captured pages within the session.

Add DynResponseMod
Dynamic response modification rules are used to modify the response data by using parameterized event identifiers.

- See “Replay rules” on page 58.

Add DynExternalFileMod
Dynamic external file modification rules are used to modify external files that are referenced in the session pages by using parameterized event identifiers.

- See “Replay rules” on page 58.

Default profile options

You can share your profile settings with other users through a profile server. Shared settings override RTV default settings. You can restore default and custom settings at any time.

1. Enter the name or IP address of the IBM Tealeaf cxImpact server that is designated as the profile server. Typically, this server also hosts the Tealeaf Web Portal.

2. After you enter the name of the profile server, click **Check for Updates Now.** You can synchronize your profile with any stored on the server. If you chose to modify your profile, any open sessions are closed and reopened by using the new settings.
3. When you select **Check for Updates at Startup**, RTV queries the profile server each time it starts to update the local profile with any changes:
   - If authentication is not configured through Search Server, then anyone can change the stored global profile.
   - If authentication is enabled, then only members of administrator-level groups can change the global profile.
     - The groups that are permitted to make changes are based on the Search Server authentication mode and its admin groups on the designated Profile Server.
     - For more information about configuring authentication and authentication groups, see "Configuring the Search Server" in the *IBM Tealeaf CX Configuration Manual*.

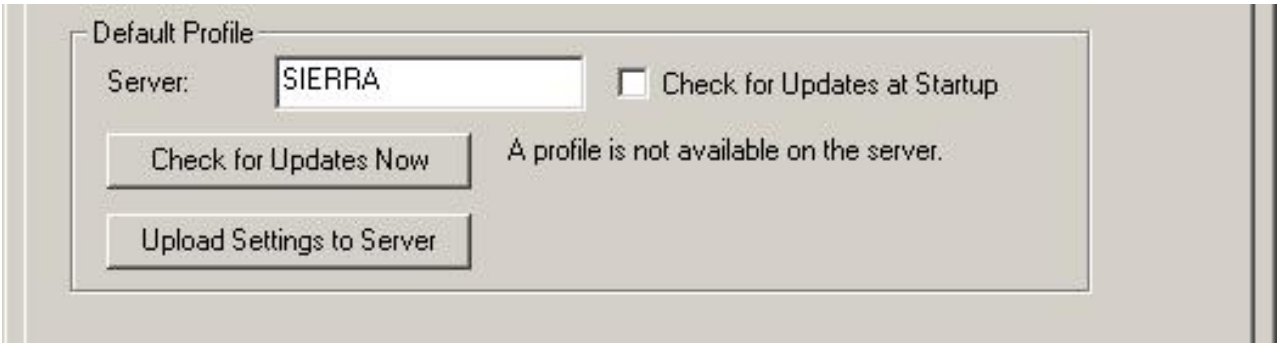


Figure 104. Profile/Authentication

Synching RTV profile with BBR

You can synchronize the RTV profile to the BBR profile.

1. In the Profiles tab, click **Sync to BBR**.
2. RTV attempts to connect to the specified Profile Server and to compare the selected profile to the one stored on the remote server.
3. The Sync Profile Rules to BBR dialog is displayed:

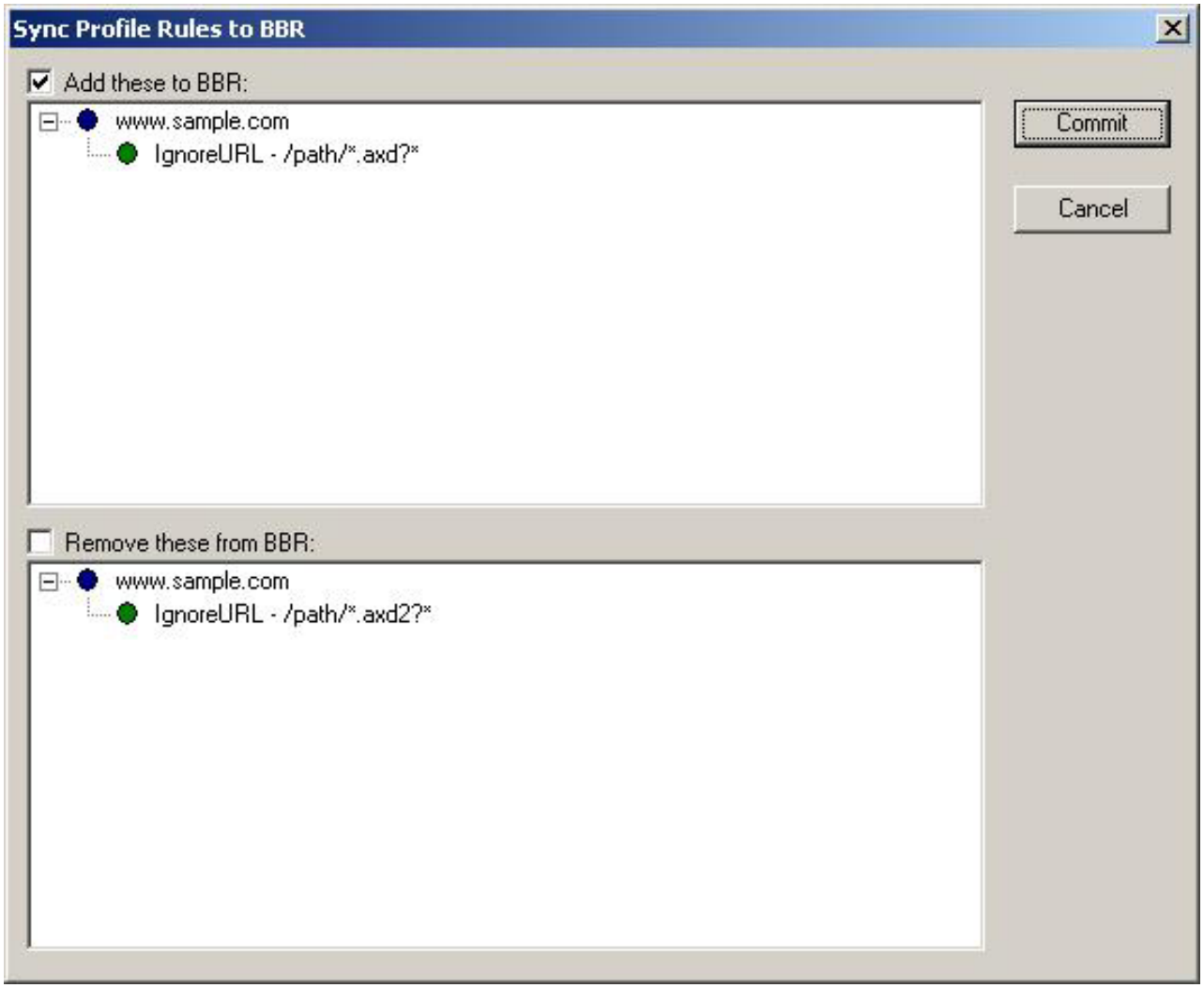


Figure 105. Sync Profile Rules to BBR

- The rules that are in RTV and not in BBR are displayed in the top pane. These rules must be considered for adding to BBR.
- The rules that are in BBR and not in RTV are displayed in the bottom pane. These rules must be considered for removal from BBR.

4. To synchronize, click **Commit**.

Note:

- You cannot select individual items to commit.
- You cannot copy items from BBR to RTV.
- This feature requires Search Server build 7124 or newer. If this feature is tried against an older version of Search Server, RTV reports that the server doesn't support this feature.

Backing up RTV profile

The following steps explain how to back up an RTV profile.

Note: RTV does not provide version control for the user profile. It is recommended that you retain a local copy of any profile that you are modifying.

To back up a profile:

1. In the RTV menu, select **Tools** > **Options**.
2. Click the **Profiles** tab.
3. Click **Edit Raw Profile**. The raw XML of the profile is displayed.
4. Click in the profile text. Press `CTRL + A` to select all of it.
5. Paste the text into a text editor.
6. Save the text file.
7. In RTV, click **Discard Changes & Exit**.

Example profile

An example of an RTV profile.

```
<ReplayServerProfile lastWriteTime="2/22/2007 6:05:52 PM"
                     lastWriteTimeGMT="1172196352"
                     lastWriteUserName="TeaLeafSystem">
    <RequestMapping>
        <RequestEntry name="URL">
            <Key name="HTTP_WGATE_ORIGINAL_URL"/>
            <Key name="URL"/>
            <Key name="DEJA_PATH"/>
            <Key name="HTTP_PATH_INFO"/>
            <Key name="PATH_INFO"/>
        </RequestEntry>
        <RequestEntry name="Host">
            <Key name="HTTP_HOST_ORIG"/>
            <Key name="HTTP_HOST"/>
            <Key name="SERVER_NAME"/>
            <Key name="HOSTUNSECURE"/>
        </RequestEntry>
        <RequestEntry name="Port">
            <Key name="HTTP_PORT"/>
            <Key name="SERVER_PORT"/>
            <Key name="HTTP_SERVER_PORT"/>
            <Key name="PORTUNSECURE"/>
        </RequestEntry>
        <RequestEntry name="QueryString">
            <Key name="QUERY_STRING"/>
            <Key name="HTTP_QUERY_STRING"/>
        </RequestEntry>
        <RequestEntry name="Referer">
            <Key name="HTTP_REFERER"/>
            <Key name="REFERER"/>
        </RequestEntry>
        <RequestEntry name="Frame">
            <Key name="DEJA_FRAMENAME"/>
        </RequestEntry>
        <RequestEntry name="RemoteHost">
            <Key name="REMOTE_HOST"/>
            <Key name="REMOTE_ADDR"/>
            <Key name="HTTP_REMOTE_HOST"/>
            <Key name="HTTP_REMOTE_ADDR"/>
        </RequestEntry>
        <RequestEntry name="StatusCode">
            <Key name="StatusCode"/>
            <Key name="STATUS_CODE"/>
        </RequestEntry>
        <RequestEntry name="Secure">
            <Key name="HTTPS"/>
            <Key name="HTTP_HTTPS"/>
            <Key name="SERVER_PORT_SECURE"/>
        </RequestEntry>
    </RequestMapping>
    <HostProfile name="www.sample.com" id="1">
```

```
        <!-- IgnoreURL removes pages that shouldn't be replayable from
 "Viewable Pages". -->
        <IgnoreURL value="/path/*.axd?*" id="2"/>
        <!-- PopupURL marks pages as popup, so they aren't used for
 highlighting. -->
        <PopupURL value="/path/popup.asp?*" id="3"/>
        <!-- RemapHost remaps the host named in the HostProfile node to some
other host.
                        mode values: off, on, null -->
        <RemapHost mode="off" value="www2.sample.com" id="4"/>
        <!-- There can be multiple RemapPort nodes -->
        <RemapPort valueIn="1024" valueOut="80" id="5"/>
        <!-- Protocol forces the protocol to http or https, if needed
                        values: auto, http, https -->
        <Protocol value="auto" id="6"/>
        <!-- ResponseModify can be used to do special processing
             to pages before replay.  This example nullifies
             JavaScript that many sites use to break their
             pages out of frames.
                url     -> this is a regex pattern for matching for urls
                pattern -> this is a regex pattern to be replaced.
                replacementString
                        -> this is the string to replace the pattern
                occurrences -> first, all
                 -->
        <ResponseModify url=".*" pattern="top.location != location"
                          replacementString="0" occurrences="first" id="7"/>
        <!-- ExternFileModify can be used to do special processing
            to external files that do things which interfere with
             replay.  This example disables a script file from hooking
            into the "window.onunload" processing.
                url     -> this is a regex pattern for matching for urls
                pattern -> this is a regex pattern to be replaced.
                replacementString
                        -> this is the string to replace the pattern
                occurrences -> first, all
                 -->
        <ExternalFileModify id="8" url="/script/functions.js"
                            pattern="window.onunload = onUnloadProcessing;"
                            replacementString=";" occurrences="first"/>
        <!-- FrameRule is used to force a given URL to always load
into particular frame -->
        <FrameRule id="9" url="/frames/content.asp" frame="content"/>
    </HostProfile>
</ReplayServerProfile>
```

Plugins options

In the **Plugins** tab, you can add and remove POST Data Matching plugins from use in the IBM Tealeaf CX RealiTea Viewer. A *POST Data Matching plugin* is a DLL plugin that RTV uses to match a request made by the application during replay to the most appropriate hit from the session. When the matching hit is found, the response data from the hit is given to the RTV application, which drives the replay.

For rich internet applications, the appropriate response to use is not always intuitive. For example, a request that includes a timestamp may not be able to retrieve the appropriate response, which was saved as session data with a fixed timestamp in the past.

Through POST Data Matching plug-ins, traditional built-in RTV request matching is replaced with content-type specific plug-ins, which can provide much better results for matching a request to the appropriate response.

- For more information about POST Data Matching plug-ins, see "Managing POST Data Matching plug-ins" in the *IBM Tealeaf CX Configuration Manual*.

Accessing plugins

You can access the plugins available to RTV.

1. In the RTV menu, select **Tools** > **Options**.
2. Click the **Plugins** tab.
3. The currently loaded plug-ins are displayed.
   - For more information about the default that is set of plug-ins provided by Tealeaf, see “Default plugins” on page 205.

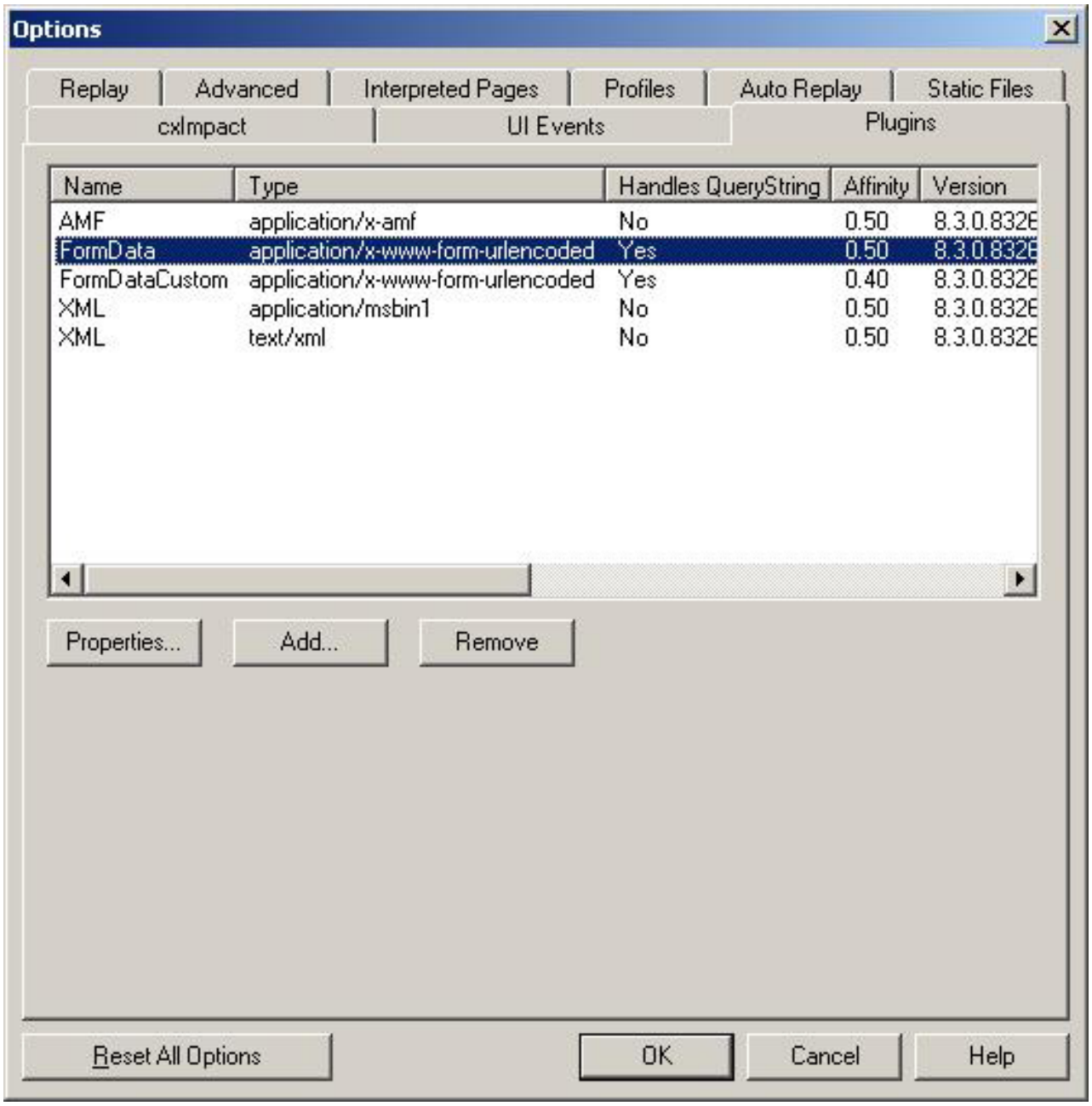


Figure 106. RTV - Plugin Options tab

- To review the properties of a plug-in, select the plug-in and click **Properties...**. See "Plugin properties" on page 205.
- To add a plug-in for RTV use, click **Add?**. See "Adding plugins" on page 206.
- To remove a plug-in, select the plug-in and click **Remove**. The plug-in is no longer used by RTV.

  Note: Plug-ins that are removed from RTV still exist as `DLL` files on the local drive. To add one back, click **Add...**. See "Adding plugins" on page 206.

Plugin fields

Descriptions of plugin fields.

Field **Description**

Name The user-friendly name of the plug-in.

Type The HTTP content type that is handled by the plug-in.

- Multiple plug-ins can handle the same content type. The order of evaluation of the plug-ins for the same content type is determined by affinity.

Handles QueryString
If `Yes`, the plug-in is defined to evaluate name-value pairs in the query string.

- This property is defined within the plug-in and cannot be modified.

Affinity
A weighting factor from `0.0` to `1.0`, which is used to determine order of evaluation when multiple plug-ins are configured to evaluate the same content type.

Version
The Tealeaf build number that is associated with the plug-in.

IFaceVer
The interface version number. RTV uses this number to determine compatibility of plug-ins with the current version of RTV.

Filename
The file name of the plug-in

- RTV plugin file names must begin with `TLReplayPlugin`.

Full Filename
The full path and file name of the `DLL` plug-in file on your local system

Default plugins

The following plugins are provided as defaults by Tealeaf.

- Form URL-encoded
- XML (text and msbin1 encoding)
- JSON

Plugin properties

A list of plugin properties and descriptions.

Except where noted, plug-in properties cannot be edited.

- You can copy and paste information from the fields, which is useful when you must specify new content types in the PCA Web Console. See "Adding plugins" on page 206.

Property
Description

Name The user-friendly name that is associated with the plug-in

File Name
The full path and file name to the plug-in in your local environment

Content Type
The HTTP content type that is supported by the plug-in

- This value must be provided to the PCA to enable capture of the content type by Tealeaf. See "Adding plugins" on page 206.

Affinity

The affinity value indicates the preference for the order of evaluation between multiple plug-ins that process the same content type. See "Configuring affinity."

Configuring affinity:

The *affinity* value indicates the preference that is given by RTV to the plug-in to complete POST matching for the content type in the plug-in properties.

Affinity values range from `0.0` to `1.0`, with a default value of `0.5` for all plug-ins.

- The default plug-ins that are provided by Tealeaf are set to `0.5`.

You can change the order of evaluation by raising the affinity of the plug-in that you want to evaluate hits of the specified content-type. Suppose that you have two plug-ins, A and B, that handle the same content-type. If you raise the affinity of plug-in A to `0.6` while plug-in B's affinity remains at `0.5`, plug-in A is used to complete matches of the content-type. If plug-in A indicates that it is unable to find a satisfactory match, plug-in B is used.

- You can also change the order of evaluation by lowering the affinity value of the less desirable plug-in.

For example, in the screen capture above, RTV has two plug-ins for handling `application/x-www-form-urlencoded` content type. Among these two, the `FormData` plug-in has an affinity of `0.5`, while the `FormDataCustom` plug-in has an affinity of `0.4`, which means that the standard form data plug-in is used first.

- See "Accessing plugins" on page 203.

A single plug-in can also handle multiple content types or variations of a content-type. For example, the default XML plug-in handles both binary (`application/msbin1`) and text (`text/xml`) XML content-types.

Adding plugins

POST Data Matching plug-ins are `DLL` files that are created by Tealeaf developers. When new plug-ins are available, you can make them available for RTV to use by completing the following steps.

1. Acquire the `DLL` file.
2. For RTV to detect the plug-in, the file name must have a `TLReplayPlugin` prefix and a `.dll` extension:

   ```
   TLReplayPlugin*.dll
   ```

3. Copy the plug-in into the RTV installation directory. Typically, this directory is:

   ```
   C:\Program Files\Tealeaf
   ```

4. If you are in RTV, close the application.
5. Start RTV.
6. From the RTV menu, select **Tools** > **Options...**.
7. Click the **Plugins** tab.
8. Click **Add...**.
9. Select the plug-in.
   - UNC paths are not supported.
10. Click **Open**.

11. The plug-in is displayed in the plug-ins tab and is usable by RTV.
12. If there is already a plug-in that matches for the same content type, you must configure the plug-in's affinity. See “Configuring affinity” on page 206.
    - To remove a plug-in from use, select the plug-in in the Plugins tab. Then, click **Remove...**. The plug-in is no longer used by RTV yet remains on your local drive.

Configuring the PCA

When a plug-in is newly deployed to RTV, you must configure the IBM Tealeaf CX Passive Capture Application to capture the new content type.

- See "PCA Web Console - Pipeline Tab" in the *IBM Tealeaf Passive Capture Application Manual*.

Managing plugins

The following topics contain information on managing plugins within RTV.

For more information about managing, creating, and deploying POST Data Matching plug-ins within your Tealeaf environment, see "Managing POST Data Matching Plug-ins" in the *IBM Tealeaf CX Configuration Manual*.

Advanced Options tab

The **Advanced Options** tab controls some of the more sophisticated and less common options for RTV. These options are typically configured by the Tealeaf administrator and rarely need to be changed by individual RTV users.

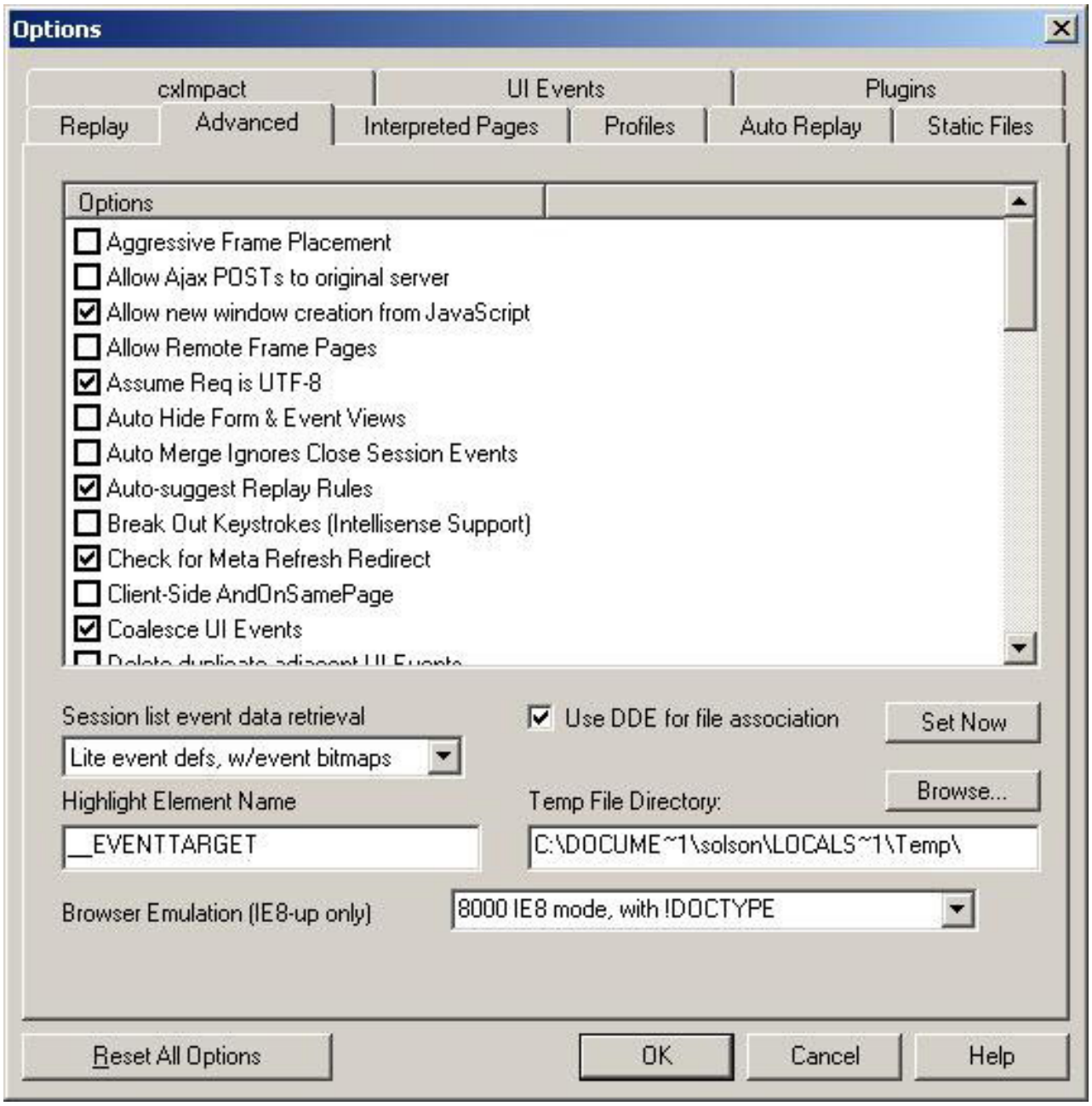


Figure 107. Advanced tab

Aggressive frame placement:

RTV tries to place pages in sessions with framesets by looking at referrers, matching URLs, and other data. Since this process is inexact, RTV can place pages in frames where they do not belong.

With Aggressive mode enabled, RTV tries to put a page in the same frame as its referrer, when other means fail. By default, this option is disabled.

Allow Ajax POSTs to original server:

By default, images and other non-captured static content requests are redirected to the original site. This option allows Ajax POSTs to go back to the original server.

Sending POST data has more implications than simple static content requests, so it is up to the RTV user to allow these types of requests.

Allow new window creation from JavaScript:

This option allows JavaScript running on the page to create a window, and load a page into it.

The window is created as a pop-up window. If the page being loaded does not exist in the captured session, the **Allow Remote Frame Pages** option determines whether the contents are displayed.

Allow remote frame pages:

This option allows frame pages that point to non-captured URLs, such as images or PDF files, to be displayed during replay. This option can also apply to non-frame pages, such as a page which uses JavaScript to redirect to another page.

When cleared, an error page is displayed containing a short message that the requested URL was not found.

When selected, the request is allowed to pass to the original server of the page or the specified host.

Assume req is UTF-8:

When this option is selected, RTV assumes that the request is submitted in UTF-8 format. Form data that is submitted in UTF-8 encoding is converted for correct display in RTV.

- If version 7.x of capture is configured to convert form data to UTF-8, it places an entry in the request data that indicates this conversion. In that case, RTV ignores this setting.

Auto hide form & event views:

This option specifies to automatically display the Session Events and Form Field windows when it replays a page that contains a business event or form field.

By default, IBM Tealeaf CX RealiTea Viewer always displays these windows even if a page does not contain any business events or form fields.

AutoMerge ignores Close Session events:

AutoMerge stops at Close Session event boundaries by default. This option provides a way to override the default behavior to get an entire set of fragments.

Note: This setting is not available in IBM Tealeaf cxImpact Browser Based Replay.

For example, when a Customer Service representative returns to the home page, this step signals that the CSR has finished working on a customer issue, so a Close Session event fires. Replay of this session must retrieve fragments that are associated only with the specific customer. The following is how a set of session fragments might look like:

Customer A session fragments:
345

348 - CloseSession fires
Customer B session fragments:
354
355
358 - CloseSession fires
Customer C session fragments:
361
368 - CloseSession fires

Auto-merge returns only sessions 354, 355, and 358.

Auto suggest replay rules:

When this option is enabled, RTV attempts to suggest replay rules for Microsoft AJAX-based hits.

- If the main page has UI events, IgnoreURL rules are suggested.
- Else, HighlightOnlyURL rules are suggested.

When prompted, you can accept all or none of the suggested rules.

- To disable the suggestion of replay rules, clear this check box.

Break-out keystrokes (Intellisense support):

If your web application deploys Intellisense keyboard support, which enables "type ahead" population of form fields while a visitor types, you can use this option to enable RTV to break out each keystroke into a separate UI event at the global level.

Note: To use this feature, UI Capture must be installed and deployed in your web application. See "UI Capture FAQ" in the *IBM Tealeaf UI Capture for Ajax FAQ*.

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

When deployed on web applications that use Intellisense keyboard support, UI Capture bundles individual keystrokes for each element together and submits them to Tealeaf for capture. When this option is enabled, RTV breaks out these bundled keystroke events into individual UI events, which can be individually replayed and examined in the Viewable Pages list in RTV.

- When enabled, this breakout is applied to all sessions that contain Intellisense events.
- You can optionally apply keystroke breakouts to individual screen elements. See “Viewable Pages list” on page 38.
- For more information about UI Capture, see "UI Capture for Ajax Guide" in the *IBM Tealeaf UI Capture for Ajax Guide*.

Check for meta refresh redirect:

This option causes a page to be treated as a redirect page with a 302 StatusCode, if the page contains an html META tag with "http-equiv" set to "refresh" and if the delay in the "content" attribute is 0. This option is on by default.

Client-side And On Same Page:

The "And on same page" mode of searching causes post-processing of search results to remove page-based search results that are not displayed on the same page as others.

As of Release 7.0, this processing now happens on the Tealeaf server, whereas before it happened within RTV. The server-based processing tends to be faster because it doesn't require the session data to be loaded on the client. This option allows the old client side mode to be used.

Coalesce UI events:

When this option is enabled, RTV removes redundant UI events from replay.

Events such as `click` on a text field or `change` on a KeyUp event do not provide additional descriptive value to the replay experience, since visitor actions on the element already describe these events. In most cases, these events automatically fire during replay. Therefore, including them in the replay and the list of UI events is unnecessary.

- This option is enabled by default.
- To see all UI events, including the ones that are removed, clear this option.

Decode highlighted urlfields:

When RTV is rendering a page, it retrieves values from the `[urlfield]` section of the request and passes the text area or text field values through URL decoding that is based on the setting of this check box.

When this setting is enabled, a URL field value such as `U+00C7` is decoded to `U 00C7`.

- By default, all URL field values are already decoded. As a result, the default value for this setting is `false`.
- In some cases, particularly in older web applications, the URL fields may not be decoded, so you can set this value to `true` to apply URL decoding to the retrieved values from the request.

Delete duplicate adjacent UI events:

This option attempts to remove duplicate UI events that are created by buggy versions of Tealeaf UI Capture JavaScript.

Note: This option is not needed for data that is captured by versions of Tealeaf JavaScript that are dated 08/2008 or later.

Disable script debugger:

By default, JavaScript errors in RTV are intercepted. If errors are detected on a page, you can access the messages in the script debugger by double-clicking the yellow warning icon in the lower-left corner.

Clearing this option causes each JavaScript error to display a dialog, you can break into your installed script debugger. You can use the enabled script debugger to see the line of JavaScript that is causing the problem.

Disable window.onunload() Javascript:

This option attempts to disable any JavaScript execution on a page that is triggered when the page unloads before moving to the next page.

For example, if your site implements a `Window.OnUnload` function in JavaScript, then selecting this option prevents the execution of this method.

You can use a`ResponseMod` or `ExternalFileMod` rule to work around this issue.

Disable window.print() Javascript:

This option attempts to disable running any print calls made by JavaScript during replay.

For example, suppose that your site has a Print This Page button, which opens a child window that calls the JavaScript print method in the OnLoad event. Replaying such a session sends the page to your default printer. Selecting this option disables this behavior.

Discard images, JS, CSS, etc. (TLA only):

When you open a TLA file, selecting this option enables RTV to load the normal pages only from the TLA. All image, JavaScript, css, and other binary content is ignored.

Enable ActiveX controls:

This option is enabled by default. Using this option, you can disable the loading of ActiveX controls during replay.

Enable applets:

This option is enabled by default. Using this option, you can enable the loading of applets during replay.

During replay, when an applet is found, it can be run on the computer that hosts RTV, which may not have the appropriate application or helper. You can disable this setting if you are replaying sessions from a computer without the applet interpreter installed.

Enable TeaLeaf JS stub:

This option attempts to intercept references to `Tealeaf*.js` and to replace them with RTV's stub JavaScript. By default, this option is enabled, so `Tealeaf*.js` files are not loaded during replay.

- RTV's stub JavaScript is editable on the UI Events tab.

When this option is disabled, no replacement is done, so references to those files return to the original server during replay. In this case, RTV attempts to set variables that indicates that the capture must be disabled.

Format Urls for script debugging:

This option causes pages to be loaded into the browser control during replay using their temp file names instead of the actual page URL.

When the actual URL is used, the Script Debugger cannot find the correct page. Use this option when debugging script errors are displayed in the main replay window.

'Get Images' ignores 302s:

During execution of the Get Images command, a request redirecting (status code 302) to another URL does not result in a stored response for RTV. In cases such as login authentication, storing of these redirects is not useful.

'Get Images' ignores HTTPS:

When enabled, RTV skips any requests that specify https.

'Get Images' loads remote files when parsing:

This option causes the Get Images command to load remote files while parsing session pages.

Files such as background images in CSS pages and even CSS pages that are loaded by other CSS pages are retrieved. While this option retrieves more content, it slows the processing of the Get Images command.

Hide all pages except text/html in replay:

By default, RTV knows to remove from the viewable pages list all pages whose content-type is `text/javascript`, `image/gif`, or other type that is of little interest to the user. RTV does not remove `text/plain`, `text/xml`, and other user-readable formats.

- To hide user-readable types, users must create profile rules to hide those page types, such as Ajax or other pages that must not be displayed as full pages.

Selecting this option removes all content types, except `text/html` from the viewable pages list, thus reducing the need for some profile rules. This option is off by default, mainly because the content-type in response headers is often inaccurate.

Highlight search hits in replay:

This option specifies to highlight the words or values that were entered in a search on the pages in Replay view.

The search terms are highlighted in a light yellow color to make it easier for the RTV user to see the search terms that matched on the page. These words were not highlighted to the visitor.

Highlight uses domain:

This option specifies to look at the domain of a URL when it checks links between pages in a session. This option must be used when a session spans over several domains.

Highlighting skips canceled pages:

When completing form fields or highlighting links, this option causes canceled pages to be skipped, so that the fields can be completed with data from the next valid page.

Ignore ReqCancelled pages for replay:

This option causes all ReqCancelled pages to be treated as if no data at all was captured for them. All requests for them during replay go back to the original site.

Insert missing or cached pages:

When enabled, this option attempts to insert pages that are missing in the session or that have been cached by a content delivery network (CDN) by retrieving them from the origin server. By default, this setting is disabled.

Note: This option must be enabled in isolation to rectify simple issues with replay of missing data. Enabling this setting can result in false positives, in which query parameters in the URLs for UI events cannot be matched with pages stored in the session. In these cases, this option causes RTV to reach for the page from the origin server; for UI event pages, the page does not exist, which can cause replay problems.

JavaScript auto page advance:

While a page loads during replay, if some JavaScript on the page requests another page in the session, RTV moves the current position in Viewable Pages list to that page when this option is enabled.

For dynamic frame pages or pages that redirects to JavaScripts, enabling this option forces the current replay position to move ahead one or two pages. However, in some sites, the skipping is less predictable, so this option is disabled by default.

Quiet active update:

When enabled, updates do not display a message box when there are no new pages and do not prompt for loading when there are. Whether enabled or disabled, you must click the **Update** button to update an active session.

Remove NULLs in Req/Rsp:

This option causes any null characters that are displayed in the middle of requests or responses to be replaced with spaces. Aberrant nulls can cause pages displayed to be truncated. This option is rarely needed and is off by default.

Replay from localhost:

Enabled by default, this option attempts to replay sessions from the localhost. When enabled, RTV loads pages into the browser control from its internal HTTP web server, which runs on localhost.

Replaying from the local web server can cause problems for some web applications.

Note: If you are receiving `Access denied` JavaScript errors during replay, which can be caused by cross-domain scripting errors in Ajax requests, disabling this option can alleviate the problem. Unless you are experiencing some problem, you must not change this setting.

When this option is disabled, RTV intercepts requests in the session before they can reach the origin server and supplies the requested data from the captured content. The browser controls DOM displays to be hosted from the origin server, which can improve replay of some applications, even though content is being provided from the captured session.

- The behavior when this option is enabled was previously the default behavior in RTV. In a future build, this option can be disabled by default.

Replay Shield:

This option prevents users from interacting with displayed pages during replay.

The Replay Shield prevents any interaction with the page, which may be generated by clicking or pointing to page elements. Some JavaScript events, such as `onmouseover`, can be triggered by only moving the cursor, which can break the replay in RTV.

Set captured cookie values during replay:

By default, RTV sets cookie values into the browser control on each page load. Some apps require cookie values for accurate replay, and some do not. Using this option, you can disable the setting of cookie values.

Show frame borders:

When selected, RTV outlines a child frame or an iFrame with a narrow black border.

Show redirect pages in replay:

By default, RTV hides redirect pages in the navigation list during replay, since they do not affect what is displayed. If you wish to see the redirects as part of the replay, you can enable the display of these pages in the navigation list.

- This option determines how Status Code 302 pages are managed.
  - If these pages are hidden in replay, any UI events that are associated with these pages are also hidden from replay.
- By default, this option is disabled.
- This option replaces the Status Code Skip tab in Advanced options in earlier Tealeaf releases.

Store images during replay:

The Get Images command cannot retrieve images or other static content that is loaded dynamically by JavaScript. Checking this option causes all external content that is loaded during replay to be stored with the session so that the saved TLS contains the dynamic content as well.

Note: When Store Images During Replay is enabled, all images that include error-related images that are sent from the web server, are stored in the image list.

Use fixed screen size from UI event:

When IBM Tealeaf CX UI Capture for AJAX is deployed with your web application, you can use this option to force RTV to resize its display window to match the screen resolution information that is retrieved from UI Capture from the visitor's browser.

Note: If this option and `Use Fixed Screen Size from UserAgent` are both enabled, the values that are retrieved from user interface events take precedence.

- After you change this setting and closed the **Options** tab, click the **Refresh** button in the toolbar to update replay.

Use fixed screen size from UserAgent:

Enabled by default, this option forces RTV to resize its display window to match the screen size information that is provided by the client browser. The screen size information is typically present only for sessions from mobile devices, where a fixed screen size is known.

- After you change this setting and closed the **Options** tab, click the **Refresh**button in the toolbar to update replay.

Use referrer for highlighting:

This option improves highlighting by using the referrer to find the correct page/URLFields to highlight.

Use remote host as session ID (TLA only):

This option specifies to join multiple sessions for a single visitor by using `REMOTE_ADDR` instead of TeaLeaf session IDs.
This option can be used when replaying sessions that were captured on different domains for a single visitor. This option is only applicable when replaying sessions stored in a TLA file.

Session list event data retrieval:

This option enables the retrieval of event data as part of the session lists displayed in RTV.

Use DDE for file association:

When this option is disabled, selecting TLS or TLA files opens them in a new instance of IBM Tealeaf CX RealiTea Viewer, instead of a running instance.

This option is needed only if you are receiving errors when you try to view sessions from the Portal Web application. The errors mention permissions in the`TemporaryInternetFiles` directory.

- To apply any changes to this setting, click **Set Now**. Depending on your operating system permissions, you may or may not be able to apply the setting.

Highlight element name:

This option defines the name of a hidden button element whose value can be set to the name of the button to highlight. It is used mostly when JavaScript controls how a page is submitted.

The default name is __EVENTTARGET (the name that ASP.NET uses).

Temp file directory:

This option sets the location where IBM Tealeaf CX RealiTea Viewer places its temporary files.

Note: Changing this location closes all open replay sessions.

Browser emulation (IE8-up only):

If your web application is using advanced features available only in later browser versions or requires emulation of a specific version, you can use this setting to select the emulation mode for the IE browser control that is embedded in RTV.

All currently known emulation modes that are supported by Microsoft are available for selection. The emulation mode by the IE browser control in RTV is determined by this RTV setting and the current emulation mode that is selected in the version of IE installed on your desktop.

- If the IE emulation mode setting is not specified and you set this value to the default value, RTV sets this value to the latest IE-compatible version that it detects on the local desktop.
- If the IE emulation mode value is set to a value that RTV knows but the value does not match the RTV selection, the RTV emulation mode is set to the IE emulation mode.
- If the IE emulation mode value is set to a value that RTV does not know, you can leave the configuration alone, which forces the default behavior, or set it to a known value.
- If the IE emulation mode value is set to a value that RTV does not recognize, RTV does not change the emulation mode.
- If the Not Set value is not selected, RTV does not reference the IE version of the emulation mode, so the default behavior is applied.

Note: After you change this setting, you must restart RTV to apply it.

For more details, see http://msdn.microsoft.com/en-us/library/ee330730%28v=vs.85%29.aspx.

Interpreted Pages Options tab

Some web applications may interpret pages before it delivers them as rendered HTML to the browser. For example, your application can use executable files (.exe) as a URI, and the file generates an HTML text page on the web server that is delivered to the browser. RTV must know whether an unusual file extension must be interpreted as a delivered HTML text page.

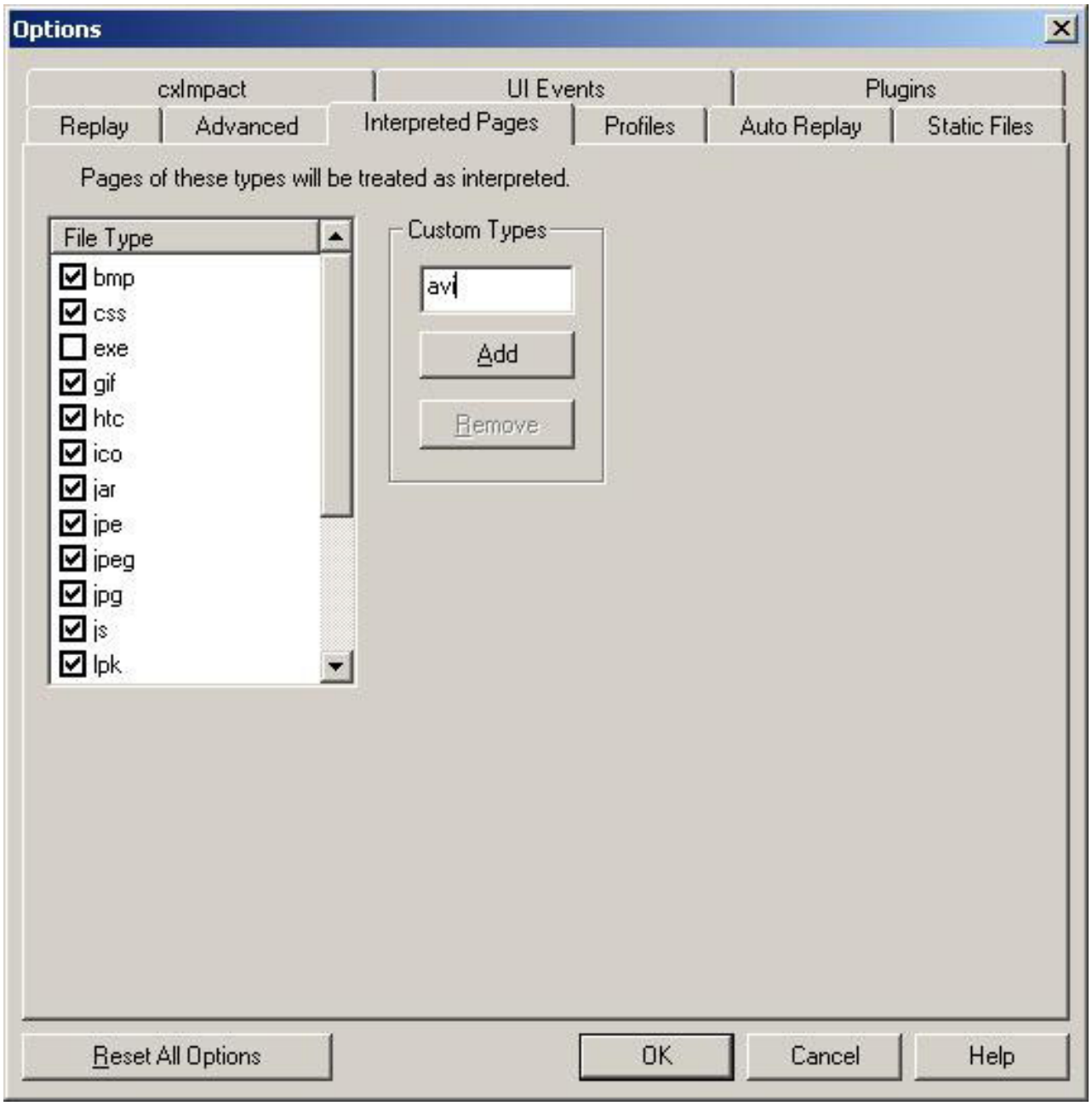


Figure 108. Interpreted Pages tab

By default, the standard file extensions for file types that are commonly used on the web are included and selected. These selected files are interpreted as part of a user impression.

- If your application uses a different file extension and if the file does not deliver the `CONTENT_TYPE` information in the response headers, you must add and select that file extension.
- If the response header contains a `CONTENT_TYPE` and that `CONTENT_TYPE` is already known by RTV, you do not have to add the file extension here. For example, there is no `.jsp` or `.do` file extension that is listed here, since most Java™ Platform, Enterprise Edition servers using these file extensions include the correct `CONTENT_TYPE` in the response.

AutoReplay Optionstab

The **AutoReplay Options** control how RTV replays page-by-page a complete session.

You can control where the session is replayed with its original time spacing between pages, with a fixed time spacing, or in an accelerated mode.

You can also define other replay options:

- Full Screen - Display replay in full screen mode.
- Repeat - Allow repeat play of the replay.
- Show App Events - During replay, any application events are displayed in the left pane.
- Show Form Fields - During replay, the contents of form fields are displayed in the left pane.

cxImpact Options tab

This image shows how RTV is configured to connect to the Portal Server, through which RTV knows how to access the Tealeaf Event Manager. This reference is used to build the URL to access the Event Manager.

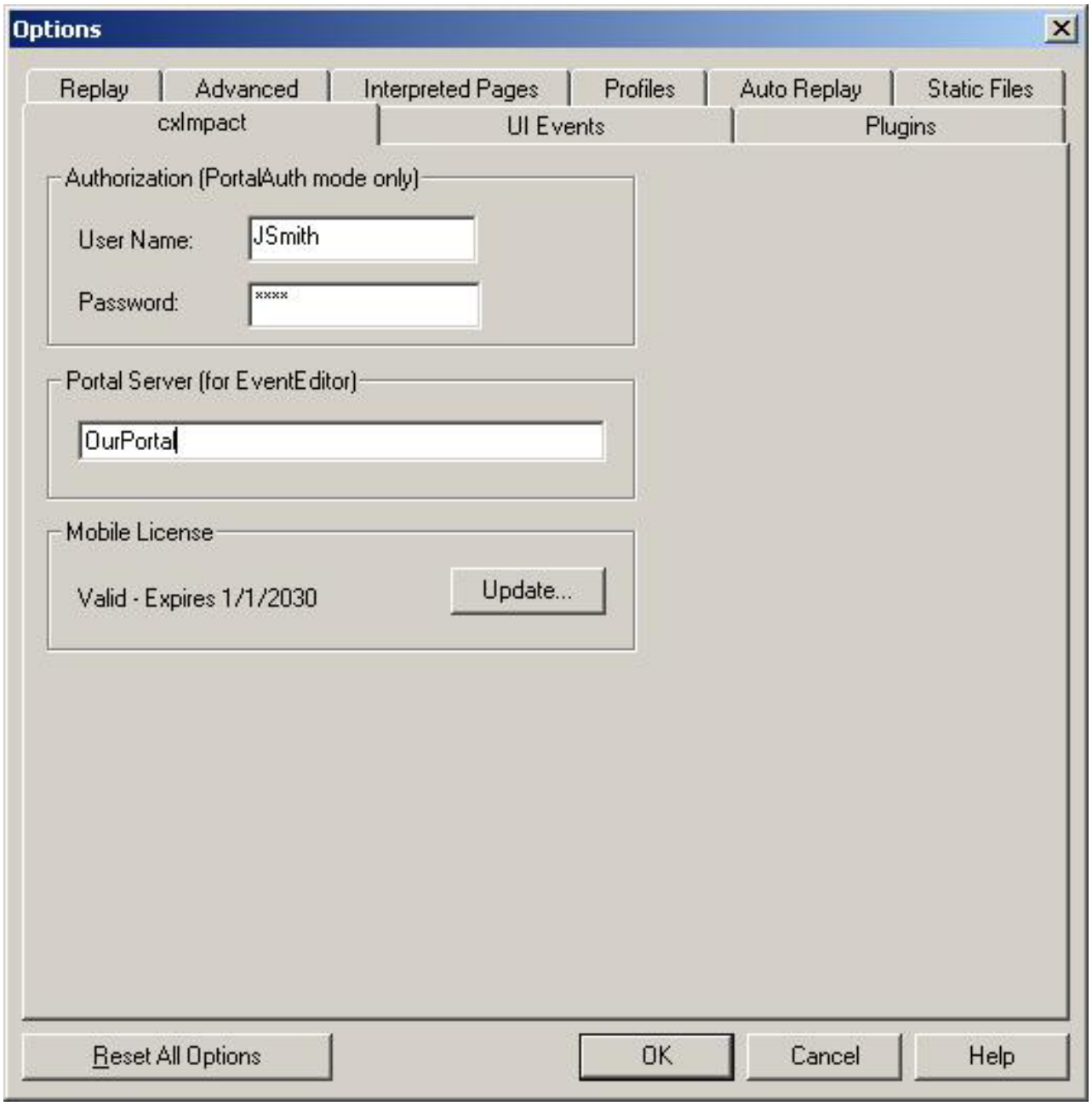


Figure 109. IBM Tealeaf cxImpact tab

- The value for the Portal Server in this tab must match the value for the Portal Server in Search Server configuration. See "Configuring the Search Server" in the *IBM Tealeaf CX Configuration Manual*.

  Note: If you are using security transport to connect to your Portal, you must enter the protocol identifier. In the preceding example, the following is the URL for HTTPS:

  ```
  https://OurPortal
  ```

  – The transport protocol for the Portal is defined in the Portal Server definition in the Portal Management page. See "Managing Tealeaf Servers" in the *IBM Tealeaf cxImpact Administration Manual*.

If you are not using HTTPS, the protocol identifier is optional.
  - Do not use `localhost` unless you are using RTV on the Portal Server.
- All other queries or references to the Portal Server from RTV are managed through Search Server.
- The Tealeaf Event Manager is a Portal-based utility for creating and managing Tealeaf events. See "Tealeaf Event Manager" in the *IBM Tealeaf Event Manager Manual*.

If Portal authentication is enabled: In the **cxImpact Options** tab, you must populate the RTV user's Portal ID and password to connect to the Canister to search, retrieve sessions, and edit events.

- If no data is entered when you install RTV, the first time you use RTV under Portal Authentication, you are prompted for your user name and password.

If NT authentication is enabled: The user ID and password settings do not apply. Connection information is managed through the NT domain into which the user is already logged.

- See "Authentication" in the *IBM Tealeaf cxImpact Administration Manual*.

Mobile licensing:

Through the **cxImpact Options** tab, you can review status of the IBM Tealeaf CX Mobile license and perform updates as needed. In the Mobile License area, you can review the current state of the license. If IBM Tealeaf CX Mobile has been licensed, you must acquire the license from one of the servers to which the license has been deployed.

Note: Before you apply any changes to the mobile license used by RTV, this updated license must be applied through the Portal to the rest of the IBM Tealeaf CX solution. See "Managing Your Tealeaf License Key" in the *IBM Tealeaf cxImpact Administration Manual*.

- If IBM Tealeaf CX Mobile is not licensed, an `Invalid` message is displayed.

Note: When IBM Tealeaf CX Mobile module is not licensed, the following limitations are applied to replay of mobile-based sessions:

- No display of mobile-specific events, such as scroll and touch
- No display of mobile device data during replay
- No use of a mobile skin (Extended user agent parsing is also required)
- No display of device orientation changes
- No resizing of the screen to the mobile browser dimensions

The underlying data is captured independent of the license; enabling the license allows mobile-based replay of sessions that are already captured. See "Overview of CX Mobile" in the *IBM Tealeaf CX Mobile User Manual*.

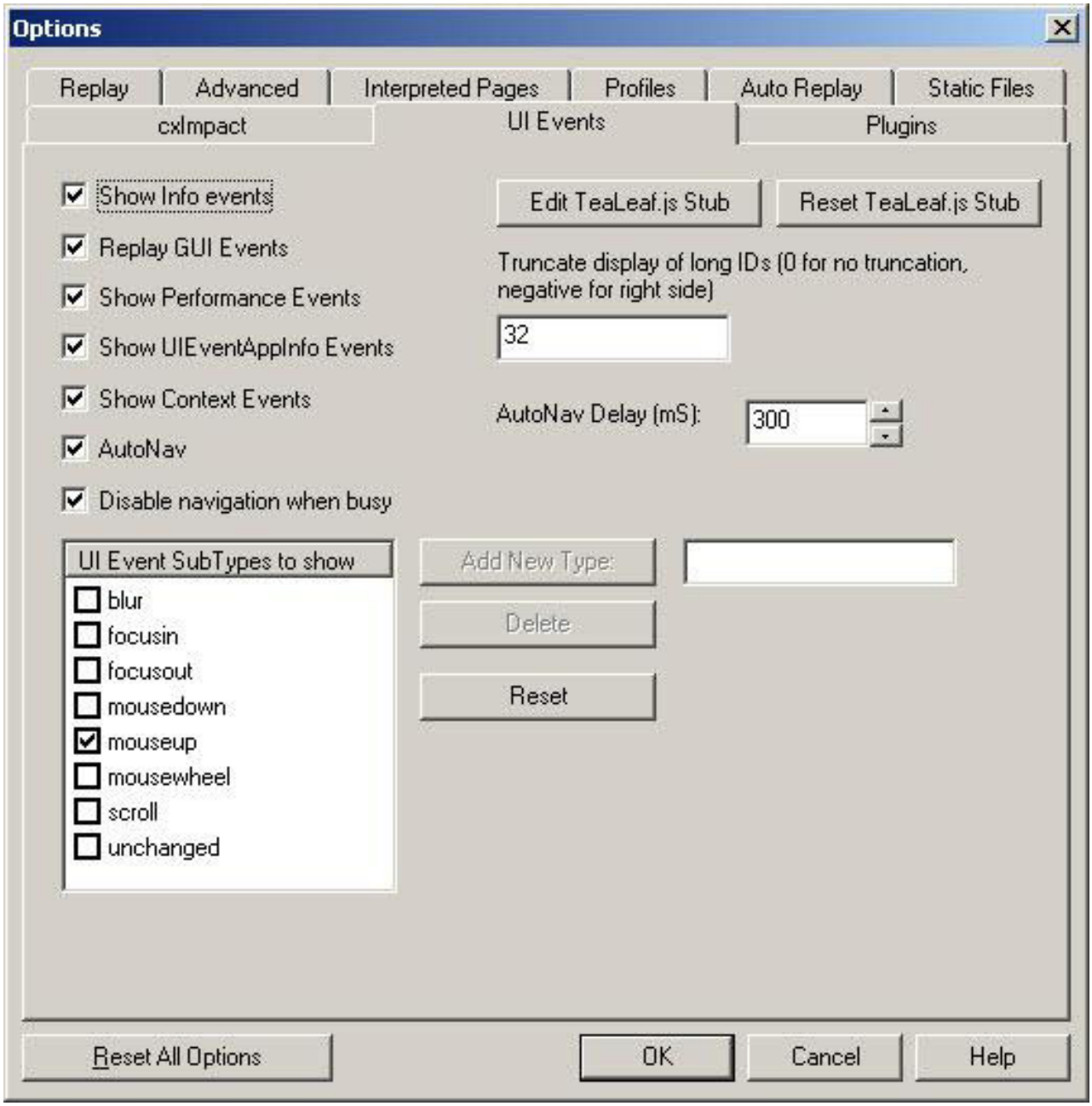
1. To check for an updated mobile license, click **Update**.
2. Enter the server name and port number for the Search Server where this license information can be acquired.
   - Typically, this value points to the Portal Server and uses the port number `19000`.
   - The default values are acquired from the Search Server to which RTV is configured to acquire sessions. You can change the values in this dialog or connect to a different Search Server. See “RTV Search Setup” on page 99.

3. To update the license, click **OK**.
4. RTV queries the Search Server for an updated mobile license. If one is available, it is downloaded for use in RTV. The license expiration date is updated to reflect the new mobile license.

Note: Updates to the mobile license do not affect sessions that are currently loaded at the time of the update. Any opened sessions must be closed and reopened to apply the new mobile license.

UI Events Options tab

The **UI Events Options** tab configures how client-side UI event are replayed, if enabled, and have included TeaLeaf Client UI Event capture JavaScript.



Using these options, you can hide or replay specific types of UI events. For example, you can hide mouse moves. This feature is required if you want to replay Ajax or AJAX-like sites.

Figure 110. UI Events tab

Option Description

`Show Info events`

Shows informational events, such as JavaScript exceptions.

`Replay GUI Events`

Shows UI events in replay, such as clicks and text entry.

`Show Performance Events`

Shows Page load and unload events.

Show UIEventAppInfo Events

These events are generated by IBM Tealeaf CX UI Capture for AJAX, which can be deployed to capture user interface events in the client browser.

Show Context Events

Toggle display of context events that are captured from the client. Context events mark any changes in context or screenview on individual pages. For example, if a page contains tabs, clicking a new tab typically causes a context event to be generated and captured by UI Capture. This setting does not affect any events that occur between context events.

AutoNav

If you jump around in the viewable pages list, AutoNav steps back to the preceding full page and then steps through the UI events sequentially to the one that you selected. When AutoNav is enabled, you can configure the AutoNav Delay, which specifies the number of milliseconds that RTV waits between stepping from one UI event to the next one. This delay is provided to enable RTV to run any required JavaScript between UI event steps.

Disable navigation when busy

Disallows stepping through UI events before the page finishes loading.

UI Event SubTypes to show

You can configure selected user interface events to be displayed during replay.

Truncate long IDs

You can truncate the display of long identifiers at a pre-configured number of characters. This option can help improving the display of these identifiers.

Tealeaf.js stub:

The `Tealeaf.js` is the main JavaScript file that is deployed to visitor's browsers by UI Capture. If you have not deployed the IBM Tealeaf CX UI Capture for AJAX library on your site, this feature is not necessary.

Note: IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.

- See "UI Capture for Ajax Reference" in the *IBM Tealeaf UI Capture for Ajax Guide*.

RTV can be configured to deploy a stub version of this UI Capture file that is customized for replay. The stub file helps to replay the UI events that were captured during the visitor's original experience and recorded in the session.

Note: Editing the `Tealeaf.js` stub file requires detailed knowledge of your web application and the Tealeaf UI Capture library. Experienced JavaScript developers can replicate customizations from the web application's `Tealeaf.js` into the stub file. If you have questions about how to customize the stub file, contact Tealeaf Professional Services.

Part of the functionality of the `Tealeaf.js` stub is to disable UI Capture functionality. Since the UI Capture scripts are included by the web page, during

replay it is possible for user interface events to be captured by these scripts and sent again to Tealeaf for capture. The `Tealeaf.js` stub prevents UI Capture from sending events.

- As an alternative, you can disable UI Capture by using replay rules. See "Disabling UI Capture using replay rules."
- To edit the stub file, click **Edit TeaLeaf.js Stub**. Edit or paste in the contents to revise.
- To reset to the default stub file, click **Reset TeaLeaf.js Stub**.

Disabling UI Capture using replay rules:

If you are not using the `Tealeaf.js` stub file in RTV, you can use the following replay rules to disable UI Capture during RTV replay, which prevents resubmitting to Tealeaf user interface events that occur in the session during replay.

The following is an example of rules that can be inserted into the raw profile through the Profile options tab in RTV.

- See "RTV Profile" on page 191.

```
// Disable Tealeaf UIC Library
<ResponseModify id="28" url="/open-account/" pattern="TealeafSDK(Config)?"
   replacementString="tealeaf" occurrences="all" enabled="1"/>
<ExternalFileModify id="29" url="" pattern="TeaLeaf."
   replacementString="//TeaLeaf." occurrences="all" enabled="1"/>
```

Privacy Tester

RTV includes an integrated Privacy Tester utility. You can apply a configured set of privacy rules to one or more selected sessions and then to replay them to see the effects.

Note: Privacy that is applied through the RTV Privacy Tester is a manual process that affects only the list of sessions that are displayed in the local instance of the IBM Tealeaf CX RealiTea Viewer. Session data that is stored in the Canister or Archive is not affected.

- Privacy rules in RTV are tested against entire sessions.
- For more information about applying privacy to all sessions delivered for replay through BBR or RTV, see "On-Demand Privacy" in the *IBM Tealeaf CX Configuration Manual*.

Privacy is applied and displayed in Request View, Response View, and Replay View.

- See Chapter 3, "Request view," on page 73.
- See "Response view" on page 86.
- See "Replay view" on page 30.

Configuration

If you are using RTV to develop and test privacy rules, complete the following configuration changes.

In RTV, response headers are hidden from display by default. If you are using RTV to gather response data for testing privacy rules:

1. In the RTV toolbar, click the **Response** button.
2. From the drop-down menu on the Response button, select **Full Response**.

3. In the RTV menu, select **View** > **Show HTTP Response**.

Privacy overview

From the point of capture through Tealeaf user replay, the IBM Tealeaf CX system enables the masking or blocking of sensitive data at multiple points of access throughout the system. For security purposes, you can determine the data and the types of privacy rules to apply to sensitive data.

- For more information about data privacy in general, see "Managing Data Privacy in Tealeaf CX" in the *IBM Tealeaf CX Installation Manual*.

In the IBM Tealeaf CX Passive Capture Application, Windows pipeline, and the IBM Tealeaf CX RealiTea Viewer, data privacy is managed through the same mechanisms, which means that you can apply the same privacy configuration at any place in the system. Typically, privacy is applied at PCA for data that must never be displayed in Tealeaf.

- For more information about PCA privacy, see "PCA Web Console - Rules Tab" in the *IBM Tealeaf Passive Capture Application Manual*.

In the Windows pipeline, privacy is applied to remove or mask data that should not be searchable, reportable, or replayable using the Privacy session agent or the Extended Privacy session agent, which provides more features not available in the standard session agent.

- Privacy can also be used to complete other useful manipulations on session data.
- For more information about Windows privacy, see "Privacy Session Agent" in the *IBM Tealeaf CX Configuration Manual*.
- For more information about Windows privacy, see "Extended Privacy Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

Developing privacy rules

When privacy is applied, each active privacy rule is tested against session data.

A privacy rule consists of:

- Rules are used to determine which hits to select for data blocking, encryption or other Privacy action.
- Tests are comparisons that are used to determine whether an associated action must be taken upon evaluation.
- Actions indicate the data in the hit to process and how to process it.
- Keys determine the privacy keys to utilize for encryption processes. These keys are used for encryption actions only.

Privacy rules development is an iterative process. You must develop simple rules, tests, and actions and test them thoroughly on well-known data. You can then add more sophisticated rules accordingly.

The Privacy session agent documentation contains detailed information about how to develop privacy rules.

- See "Privacy Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

Uses of RTV privacy

RTV Privacy works in the same manner as privacy in the Windows pipeline and in the IBM Tealeaf CX Passive Capture Application. With RTV Privacy, you can apply

privacy to a controlled set of sessions without affecting the stored versions of them and then immediately replay the outputted sessions. In this manner, RTV can be a useful rules development mechanism.

RTV Privacy is most useful for evaluating the effects of privacy rules on replayed sessions. In this manner, privacy rules that are developed and tested through RTV can be applied to manage privacy for replay. See "On-Demand Privacy" in the *IBM Tealeaf CX Configuration Manual*.

- See "CX Browser Based Replay" in the *IBM Tealeaf cxImpact User Manual*.
- See “Replay view” on page 30.

RTV does not include an integrated editor for rules development. You can choose to develop your privacy rules in the TMS-based Privacy Tester Utility and then acquire the configuration file for use with RTV.

- See "Privacy Tester Utility" in the *IBM Tealeaf CX Configuration Manual*.
- Experienced privacy developers can edit the privacy configuration file directly before they load it into RTV.

Applying privacy

This information describes the steps that one must take to apply privacy rules to sensitive data.

Before you begin

Before you begin, you must acquire a privacy configuration file for developing rules and testing them through RTV.

In a Tealeaf Processing Server, acquire the following file:

```
<Tealeaf_install_directory>\Privacy.cfg
```

The preceding file contains the current privacy configuration that is applied to session data when the Privacy session agent is enabled in the Windows pipeline for that server.

If you want to start with the default file provided by Tealeaf, acquire the following file from the Processing Server:

```
<Tealeaf_install_directory>\Privacy.cfg.ORIG
```

You must save a backup version of the file that you are using for development. Later, you can compare the backup to the version you used for development to determine the new rules you created.

Next, develop your privacy rules and apply them to the configuration file you acquired.

Applying privacy through RTV

After you acquire the `.cfg` file and modified it to include your new rules, complete the following steps to test those rules in RTV.

1. Open RTV.
2. Acquire test sessions or a session list in RTV:
   - Load a `.tls` or `.tla` file in RTV. See “RTV Menus” on page 153.
   - Perform a search. See “Session search and Subsearch” on page 105.
3. You can save as your baseline test data.

4. If you open a session list, select the sessions that you want to test using the Privacy Tester. You can select more than one.
   - If you do not select any sessions from a session list, the privacy rules are applied to all sessions in the list.
5. From the RTV menu, select **Tools** > **Privacy Tester...**. The Privacy Tester dialog is displayed:

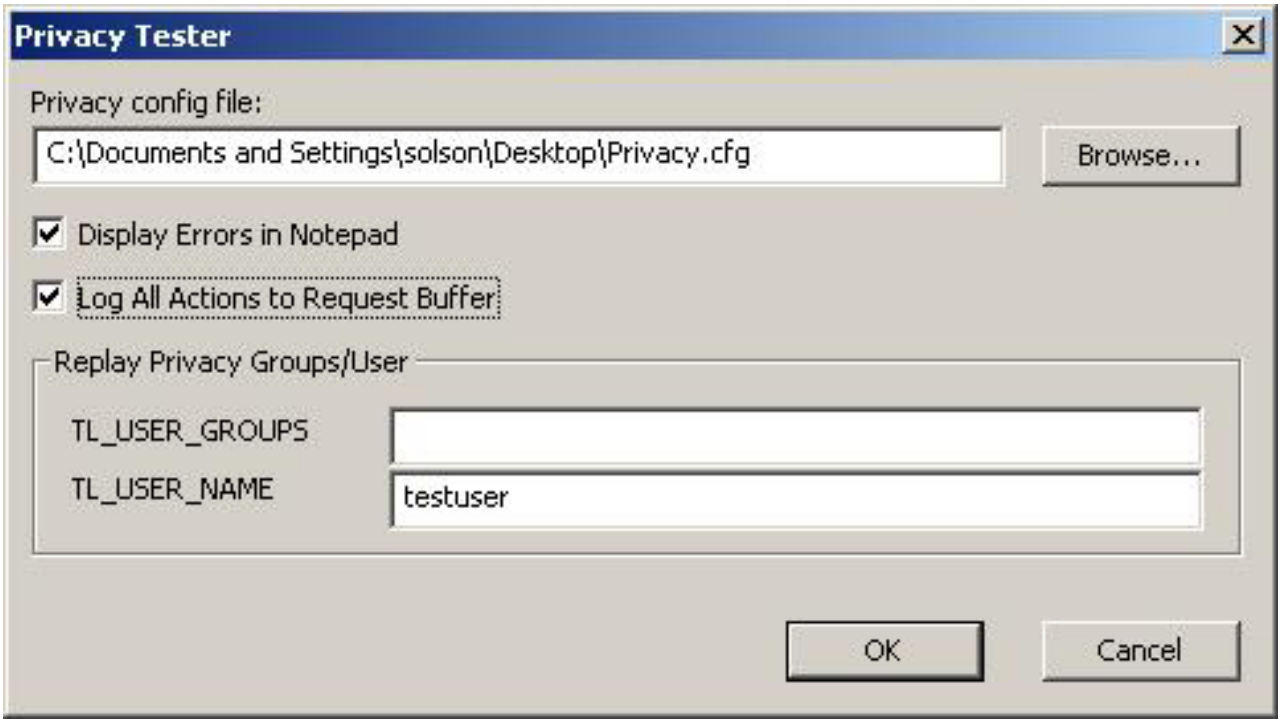


Figure 111. RTV Privacy Tester

6. In the Privacy Tester dialog, click **Browse...**.
7. Browse your local computer to find the `.cfg` containing your rules in development. Select the file and click **Open**.
8. The Privacy Tester dialog is populated with the full path to the `.cfg` file.
9. To display errors that are detected during privacy evaluation, click the**Display Errors in Notepad** check box. These errors can be saved to a local `.txt` file for further evaluation.
10. To log all privacy actions applied based on the rules to the request buffer of each modified hit in the session, click the**Log All Actions to Request Buffer** check box.
    - Privacy log messages are stored in the `[privacylog]` section of the request of the applicable hit.
11. For on-demand privacy, you can configure the values of the `TL_USER_GROUPS` and `TL_USER_NAME` to which to apply privacy rules. Since on-demand privacy is applied to a single user at a time, you can specify one user name or a comma-separated list of user groups to which the user might belong.
    - See "On-Demand Privacy" in the *IBM Tealeaf CX Configuration Manual*.
12. Click **OK**.
13. The Privacy rules are applied to the selected sessions.
14. The results are displayed in a new session list.

15. Replay sessions until you can determine whether the privacy rules are applied correctly.
    - You can review the session to see how the privacy rules were applied.
16. Repeat these steps if additional changes are required to your privacy rules.

Deploying privacy rules changes

After you finish developing privacy rules, you can deploy them into the production data processing stream in other areas of the IBM Tealeaf CX system.

- If you are deploying the entire `Privacy.cfg` file that you used in RTV, locate this file on your local computer.
- If you are only deploying part of this file, you must acquire as a text snippet the parts that were modified from the source file.

Depending on the destination of your rules changes, use the following links below:

1. *UI Capture Privacy:* When the Tealeaf IBM Tealeaf CX UI Capture for AJAX is installed and deployed for your web application, privacy rules can be configured and applied through the client browser to ensure that private data never enters the Tealeaf system. See "Data Privacy in UI Capture" in the *IBM Tealeaf UI Capture for Ajax Guide*.IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.
2. *PCA Privacy:* Privacy rules must be configured manually through the Rules tab. See "PCA Web Console - Rules Tab" in the *IBM Tealeaf Passive Capture Application Manual*.
3. *Windows Pipeline Privacy:* Privacy rules are developed and applied through the configuration of the Privacy session agents in TMS.
    - See "Privacy Session Agent" in the *IBM Tealeaf CX Configuration Manual*.
    - See "Extended Privacy Session Agent" in the *IBM Tealeaf CX Configuration Manual*.
    - You can also use TMS to acquire the current privacy configuration file, apply your changes, and then post the file back to the appropriate location on the Processing Server. See "TMS Advanced Tab" in the *IBM Tealeaf cxImpact Administration Manual*.
4. *On-Demand Privacy:* Privacy rules changes are applied by Search Server to sessions request by replay clients. For more information on configuring on-demand privacy, see "Configuring the Search Server" in the *IBM Tealeaf CX Configuration Manual*.
    - See "On-Demand Privacy" in the *IBM Tealeaf CX Configuration Manual*.

Chapter 6. Session attributes

Session attributes are statistical information about the captured session that is stored as part of each session. By default, Tealeaf provides a set of pre-configured session attributes to monitor data transfer size and rate, application errors, event information, and page information.

- Session attributes are automatically indexed and therefore searchable without searching for the triggering event.
- In addition to the provided session attributes, you can configure up to 64 additional session attributes to be populated by event actions and inserted into the session summary. These user-defined attributes can be used to extend the monitoring capabilities of your Tealeaf solution by capturing session-level information about the visitor experience. Session attributes are populated by event actions. See "TEM Session Attributes Tab" in the *IBM Tealeaf Event Manager Manual*.

Accessing session attributes

There are two methods to access session attributes, through RTV or the Portal.

- **RTV:** Whether the session is active or completed, you can access the current session attributes and their values through the RTV menu. Select **View** > **Session Attributes**.
- **Portal:** In the session list, you can select the **Session Info** icon to display data about the session, including user-defined session attributes. See "Searching Session Data" in the *IBM Tealeaf cxImpact User Manual*.

Searching for session attributes

Through RTV, you can search for session attributes in the Session Info node. The definition of the session attribute provides a mapping between the attribute name and the internal attribute name and number.

To search for a session attribute:

1. In RTV, click the **Search** button.
2. In the Session Facts pane, click the **Session Info node** .
3. Double-click the session attribute to add as a search term.
4. The session attribute is displayed in the list of search terms.
5. Enter the value of the attribute for which you would like to search.
6. To run the search, click **Search**.

Session attribute reference

Tealeaf accumulates attributes of a session as pages are passed to it for evaluation. These attributes contain useful information about the session, data size, network travel time, and event statistics.

- In the completed session, these attributes are written to the `.STS` section that is part of the session. The primary ones of interest are in the `[canisterSummary]` section.
- To view these attributes in RTV, select **View** > **Session Attributes**.

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Example session attributes

An example set of session attributes that are displayed in RTV.

```
[canisterSummary]
TltStsCanisterID=CANISTER.dbs\LSSN_20100930_SIERRA4.dat
TltStsSesnIdx=4603208
TltStsFirstUse=1285847631
TltStsLastUse=1285847720
TltStsNumHits=591
TltStsServerHits=223
TltStsLicensedPage=147
TltStsTxtPages=147
TltStsSynthHits=0
TltStsReqCancelledHits=0
TltStsCUIPages=368
TltStsOtherPages=76
TltStsSesnID=DF2A0DEE773C018CA814B855CEA20AFE
TltStsReqBytes=260409
TltStsRspBytes=4963483
TltStsFactCount=1234
TltStsEventCount=33
TltStsIPaddr=63.194.158.158
TltStsDomain=www.straussandplesser.com
TltStsTLTVID=
TltStsSesnDuration=89
TltStsUserID=8FB06E8D6227D183BA830489FA2484AE
TltStsBrowser=Firefox
TltStsBrowserOS=WinXP
TltStsBrowserVersion=Firefox3.0
TltStsBrowserType=Firefox
TltStsIsBot=0
TltStsReferer=
TltStsInteresting=Yes
TltStsSessionTimeout=300
TltStsSessionVersion=8.0
TltStsCloseSessionEvent=No
TltStsSessionCloseReason=SessionExpired
TltStsEventUniqueId=6
TltStsEventUniqueId=7
TltStsTrafficType=BROWSER
```

Definitions

A chart containing definitions for session attributes.

Table 18. Definitions

Attribute Name	Example Value	Definition	Auto-Indexed
TltStsCanisterID	CANISTER.dbs\ LSSN_20100930_SIERRA4.dat	The IBM Tealeaf cxImpact canister identifier	Y
TltStsSesnIdx	4603208	The IBM Tealeaf cxImpact session index identifier	Y
TltStsFirstUse	1285847631	Timestamp of the first hit in UNIX time format	Y
TltStsLastUse	1285847720	Timestamp of the last hit in UNIX time format	Y
TltStsNumHits	591	The total number of hits in the session	Y
TltStsServerHits	223	The total number of hits that are listed on the server	

Table 18. Definitions (continued)

Attribute Name	Example Value	Definition	Auto-Indexed
TltStsLicensedPage	147	The total number of licensed pages in the session **Note:** This attribute applies only if the Licensed Page model of licensing is applied to your Tealeaf solution.	
TltStsTxtPages	147	The total number of text pages in the session	Y
TltStsSynthHits	0	The total number of synthetic hits in the session. • Synthetic hits are generated by IBM Tealeaf cxConnect for Data Analysis integrations for integrating data from third-party services. See "cxConnect for Data Analysis Administration Manual" in the *IBM Tealeaf cxConnect for Data Analysis Administration Manual*.	
TltStsReqCancelledHits	0	The total number of Req Cancelled hits in the session	Y
TltStsCUIPages	368	The total number of client user interface hits for the session. • Client user interface hits can be captured if you have deployed IBM Tealeaf CX UI Capture for AJAX to your web application. See "UI Capture for Ajax Guide" in the *IBM Tealeaf UI Capture for Ajax Guide*. **Note:** IBM Tealeaf CX UI Capture for AJAX is only available to legacy users.	
TltStsOtherPages	76	The total number of pages that do not fit into the other page categories	
TltStsSesnID	DF2A0DEE773C018CA814B 855CEA20AFE	The TLTSID of the session	Y
TltStsReqBytes	260409	Total request size for all pages	
TltStsRspBytes	4963483	Total response size for all pages	
TltStsFactCount	1234	Total count of facts in the session.	
TltStsEventCount	33	Total count of events that fired in the session.	
TltStsIPaddr	63.194.158.158	IP of the client, which is taken from the REMOTE_ADDR request value	Y
TltStsDomain	www.straussandplesser.com	Domain in which the session was experienced.	Y
TltStsTLTVID	N/A	The Tealeaf visitor identifier can be populated if the Tealeaf Cookie Injector is installed and deployed. • The Tealeaf Cookie Injector is a lightweight server utility that issues cookies to uniquely identify visitors for Tealeaf. See "Installing and Configuring the Tealeaf Cookie Injector" in the *IBM Tealeaf Cookie Injector Manual*.	Y
TltStsSesnDuration	89	The session duration, in seconds	Y

Table 18. Definitions (continued)

Attribute Name	Example Value	Definition	Auto-Indexed
TltStsUserID	8FB06E8D6227D183BA83048 9FA2484AE	The unique user identifier that is generated by Tealeaf for the session.	Y
TltStsBrowser	Firefox	The browser from which session came (from HTTP_USER_AGENT)	Y
TltStsBrowserOS	WinXP	The operating system on which the browser was installed	
TltStsBrowserVersion	Firefox3.0	The version of the browser in use	
TltStsBrowserType	Firefox	The type of browser: `Firefox`, `IE`, `Chrome`, or similar **Note:** The source of this attribute has changed beginning in Release 8.6.	
TltStsIsBot	0	If the user agent is a bot, this value is set to 1. Otherwise, it is set to 0.	
TltStsReferer	N/A	The referrer IP for the session.	
TltStsInteresting	Yes	The session was marked as interesting by at least one event. **Note:** As of Release 8.0, this attribute is deprecated. It is always set to Yes.	
TltStsSessionTimeout	300	The session timeout setting for the session. • The default value is configured through TMS. See "Configuring the CX Canister" in the *IBM Tealeaf CX Configuration Manual*.	
TltStsSessionVersion	8.0	The version of Tealeaf for which this session was captured. • This field is not populated for sessions that are created before Release 8.0.	
TltStsCloseSessionEvent	No	Indicates whether the session was forcibly closed by a session close event	Y
TltStsSessionCloseReason	SessionExpired	Indicates the reason why the session was closed	
TltStsEventUniqueId	6	The ID of each event that fired in the session. Event #6 in this case. The Event ID can be found in the tooltip for events that are displayed in the Tealeaf Event Manager. See "TEM Events Tab" in the *IBM Tealeaf Event Manager Manual*.	Y
TltStSTrafficType	BROWSER	The type of traffic that is detected in the hit • BROWSER indicates a client Web browser • BOT indicates a web-crawling bot	

How session attributes are stored

As the Canister evaluates individual hits from a session, it maintains a set of system and user-defined session attributes. While the session is active, the Canister continues to update these attributes as needed.

- When the session is marked as completed in the Canister, the session attributes are written to the STS file in the [canisterSummary] section of the file and stored with the session while it exists in Tealeaf.
- For active sessions, these values are stored in the Canister's in-memory database.
- RTV presents them as part of the [CanisterSummary] section, even though their data source has not yet been recorded permanently.

Merge attributes

If the displayed session is merged from a set of fragments, RTV displays information about the merged operation and the component fragments in the [MergeSummary] section at the top of the Session Attributes page.

For more information about configuring fragment merging:

- **RTV:** "Annotations in RTV" on page 181
- **BBR:** Through the Replay Server, sessions can be automatically merged prior to deliver through BBR. See "Managing Tealeaf Servers" in the *IBM Tealeaf cxImpact Administration Manual*
  - As needed, individual BBR users can override the Replay Server settings. See "BBR Options" in the *IBM Tealeaf cxImpact User Manual*.

In the following sections, you can review reference information about the merged data, depending on the type of merge completed:

- Index-Based Merge Reference
- Auto-Merge Reference

Index-based merge reference

Also known as RTV merge, this form of merging fragments attempts to find matching fragments that are based on a specified request variable that uniquely ties the session fragments together. Typically, this variable is the unique session identifier.

- See "Annotations in RTV" on page 181.

In the Session Attributes window, the index-based reference information is similar to:

```
[MergeSummary]
NumSessions=3
TotalNumPages=448

[Session0]
SessionIndex=360308
CanisterName=CANISTER.dbs\LSSN_20120213_TYNDALL.dat

[Session1]
SessionIndex=360564
CanisterName=CANISTER.dbs\LSSN_20120213_TYNDALL.dat

[Session2]
SessionIndex=361131
CanisterName=CANISTER.dbs\LSSN_20120213_TYNDALL.dat
```

Field Description

NumSessions
Number of session fragments that are included in the merge

TotalNumPages
Total number of pages that are included in the merge

Table 19. [SessionX] sections:

Field	Description
SessionIndex	The internal session ID for the specified CanisterName to locate the session
CanisterName	The Canister file that contains the listed fragment

Auto-merge reference

When enabled, auto-merging allows Search Server to attempt to match session fragments 24 hours before or after the main fragment. Auto-merge requires no additional configuration.

• See "Annotations in RTV" on page 181.

In the Session Attributes window, the auto-merge reference information is similar to:

```
[MergeSummary]
NumSessions=3
TotalNumPages=363
TotalDurationSeconds=22729
TotalDuration=06:18:49
PartialMerge=YES
PartialMergeReason=Merge data size limit exceeded: 16777216
PartialMergeRange=16-25
PartialMergeTotal=29

[Session0]
SessionIndex=361562
CanisterName=CANISTER.dbs\LSSN_20120213_TYNDALL.dat
SearchServer=tyndall:19000
NumPages=86
TimeStamp=2012-02-14 05:40:48
DurationSeconds=915
RawPageStart=0
RawPageEnd=85

[Session1]
SessionIndex=363160
CanisterName=CANISTER.dbs\LSSN_20120213_TYNDALL.dat
SearchServer=tyndall:19000
NumPages=4
TimeStamp=2012-02-14 07:07:14
DurationSeconds=5
RawPageStart=86
RawPageEnd=89

[Session2]
SessionIndex=364296
CanisterName=CANISTER.dbs\LSSN_20120214_TYNDALL.dat
SearchServer=tyndall:19000
NumPages=19
TimeStamp=2012-02-14 08:16:58
DurationSeconds=87
RawPageStart=90
RawPageEnd=108
```

Field Description

NumSessions
Number of session fragments that are included in the merge

TotalNumPages
Total number of pages that are included in the merge

TotalDurationSeconds
Total duration of the merged session in seconds

TotalDuration
Total duration of the merged section in HH:MM:SS format

PartialMerge
If YES, the merge was not complete, per the PartialMergeReason.

PartialMergeReason
If the merge is partial, this entry provides an explanatory reason.

PartialMergeRange
The range of fragments out of the PartialMergeTotal that were successfully merged

PartialMergeTotal
The total number of fragments that were detected for the merge

Table 20. [SessionX] sections:

Field	Description
SessionIndex	The internal session ID for the specified CanisterName to locate the session
CanisterName	The Canister file that contains the listed fragment
SearchServer	The host name and port number for the Search Server from which the session fragment was retrieved
NumPages	The number of pages in the fragment
TimeStamp	The timestamp that is associated with the fragment
DurationSeconds	The replay length in seconds of the fragment
RawPageStart	In the merged session, the starting page number of the content in this fragment
RawPageEnd	In the merged session, the ending page number of the content in this fragment

Chapter 7. What is indexed and searchable

Tealeaf indexes a selection of content in session data to enable faster retrieval of searches. This information describes the content of the request and the response that are indexed by Tealeaf indexing.

Response

In the response, which is indexed terms do not include HTTP Headers, HTML markup tags, and JavaScript code because of space considerations.

To review indexed content in the response:

1. Select **Response view**.
2. Right-click in the **Response view**, and select **Indexed Response**.
   - See “Response view” on page 86.

Request

In a request, a selection of fields is indexed automatically.

Note: Cookies are not automatically indexed. Most sites have cookies that contain personalization information as encoded data, which is often unique to every hit. Indexing cookies generates large indexes. If there is a specific cookie to index, you can create a pipeline rule that casts the cookie and its value into the `[appdata]` section of a request, where it is always indexed and searchable.

- For more information about the indexed fields, see "Configuring CX Indexing" in the *IBM Tealeaf CX Configuration Manual*.

Indexing options

Tealeaf Indexing indexes a pre-configured set of parts of the request and the response.

- You can employ free text searches of non-indexed content. These searches can take longer to return results.
- For more information about configuring indexing and the items that are indexed, see "Configuring CX Indexing" in the *IBM Tealeaf CX Configuration Manual*.

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Chapter 8. Regular expressions in the RealiTea Viewer

In RTV, you can use regular expressions in search criteria and in the configuration of some replay rules.

Overview

Regular expressions (regex) are a way of specifying a string for pattern matching. By using meta characters, regular expressions are a flexible and powerful way of specifying patterns.

Some regular expressions are recognizable. For example, the command `dir *.txt`, where the asterisk is a meta character (or "wildcard") indicates to match any file name that has a `.txt` extension.

However, regular expressions can be cryptic, non-intuitive, and time-consuming to create and debug. The following links present regular expressions at a high level along with some important concepts as they relate to using regular expressions with Tealeaf data.

Note: Regular expressions can be CPU-intensive to process and, if poorly specified, can affect system performance.

For some replay rules configuration fields, you can insert regular expressions to help pattern matching. Typically, these patterns are designed to match a range of URLs.

Greedy versus non-greedy searches

An important regular expression concept is "greedy" versus "non-greedy" searching.

For example, consider the following nursery rhyme.

> Peter, Peter, pumpkin-eater,
> had a wife and could not keep her;
> He put her in a pumpkin shell,
> and he kept her very well.

If you wanted to look for the string `Peter` followed somewhere by the string `her`, such a search would be represented by the regular expression `Peter.*her`. This expression is saying to look for the string `Peter` followed by 0 or more characters (the `.*`) and then the string `her`.

But there are separate multiple occurrences of this pattern that match this regular expression:

> **Peter, Peter, pumpkin-eater,**
> **had a wife and could not keep her;**
> He put her in a pumpkin shell,
> and he kept her very well.

and also

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Peter, Peter, pumpkin-eater,
had a wife and could not keep her;
He put her in a pumpkin shell,
and he kept her very well.

and also

Peter, Peter, pumpkin-eater,
had a wife and could not keep her;
He put her in a pumpkin shell,
and he kept her very well.

The first occurrence is non-greedy; it is the shortest match string possible. The last instance is referred to as greedy, as it wants to match as much as possible.

Note: By default, regular expression searches are greedy. Greedy searches can have severe performance implications, specifically when applied to the response buffer. The only way a greedy match can determine the largest match is to examine the string in its entirety.

For example, if the Peter nursery rhyme was a very long nursery rhyme (~100 kb) and even if there were no further occurrences of the phrase `her`, it would still have to scan the string to the end to determine that there were no matches.

Greedy regular expressions must be limited to "filtered" events or value parts of request buffer name-value pairs. They must never be used to do any searches in the response buffer, unless its contents are known.

Chapter 9. Using static archives in RTV

A *static archive* is a database of static content that is detected in the session data stream. Typically, static content such as image files, CSS, and JavaScript are repeated frequently in session data, occupy large volumes of data, and are often in binary format.

By default, Tealeaf is configured to drop this content at the point of capture. However, in some environments, it is useful or even necessary to capture this content.

- For more information about static archives, see "Managing Static Archives" in the *IBM Tealeaf cxImpact Administration Manual*.

Through RTV, you can access static file archives that are stored locally or are managed remotely through a TLI server. This information describes how to use static archives in the IBM Tealeaf CX RealiTea Viewer.

Types of static archives

RTV supports the use of two kinds of static archives, local TLI archives and remote TLI archives.

- *Local TLI archives* - Static content can be gathered from the origin server and stored in a local `.TLI` file. When references to the object are encountered during replay, RTV can attempt to retrieve them from the local TLI archive.
- *Remote TLI archives* - Static archives can be managed centrally through a TLI server. These archives are populated by a session agent, which inserts detected static objects into `.TLI` files. During replay, Search Server queries the TLI server for the appropriate content, which is served through RTV for display.

See "TLI Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

How RTV accesses static content

An overview of how RTV uses static content.

When RTV is configured to use TLIs, references to static content are resolved during replay in the following order for the best possible match:

1. Check the IE Cache maintained by RTV.
2. If a TLI server is in use, check the static archive cache. If a TLI server is not in use, check any TLI files created manually on your local system.
   - When content is retrieved from a remote TLI server, RTV stores the content locally in a cache for faster access. See “Local TLI cache” on page 246.
3. Check the session itself. Static content can be embedded in the session.
4. Check the Remote TLI archives that are managed by a TLI server.
5. Check the origin server.

If no match is found in one area, then the next area is searched for matching objects. If no match is found on the origin server, an empty area is inserted into the replay.

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Configuring RTV to use static archives

This information describes the steps that one must take to configure RTV to use static archives.

Configuring advanced options

The following advanced options must be configured so RTV can use static archives.

1. In the RTV menu, select **Tools** > **Options**.
2. Click the **Advanced** tab.
3. Set the following values for these options:

   Option Value

   Store Images during Replay
   OFF
4. Configure the options in the **Static Files** tab. See "Static Files options tab."
5. Acquire static content from the selected session. See "Static File Database contents" on page 250.

Static Files options tab

In RTV, the Static Files tab controls the locations where static files are stored and retrieved. Static files can be stored locally in a `.TLI` file, or you can retrieve static files that are automatically generated and stored on the TLI Server for you.

- To open the **Static Files** tab, select **Tools** > **Options** from the RTV menu. Click the **Static Files** tab.

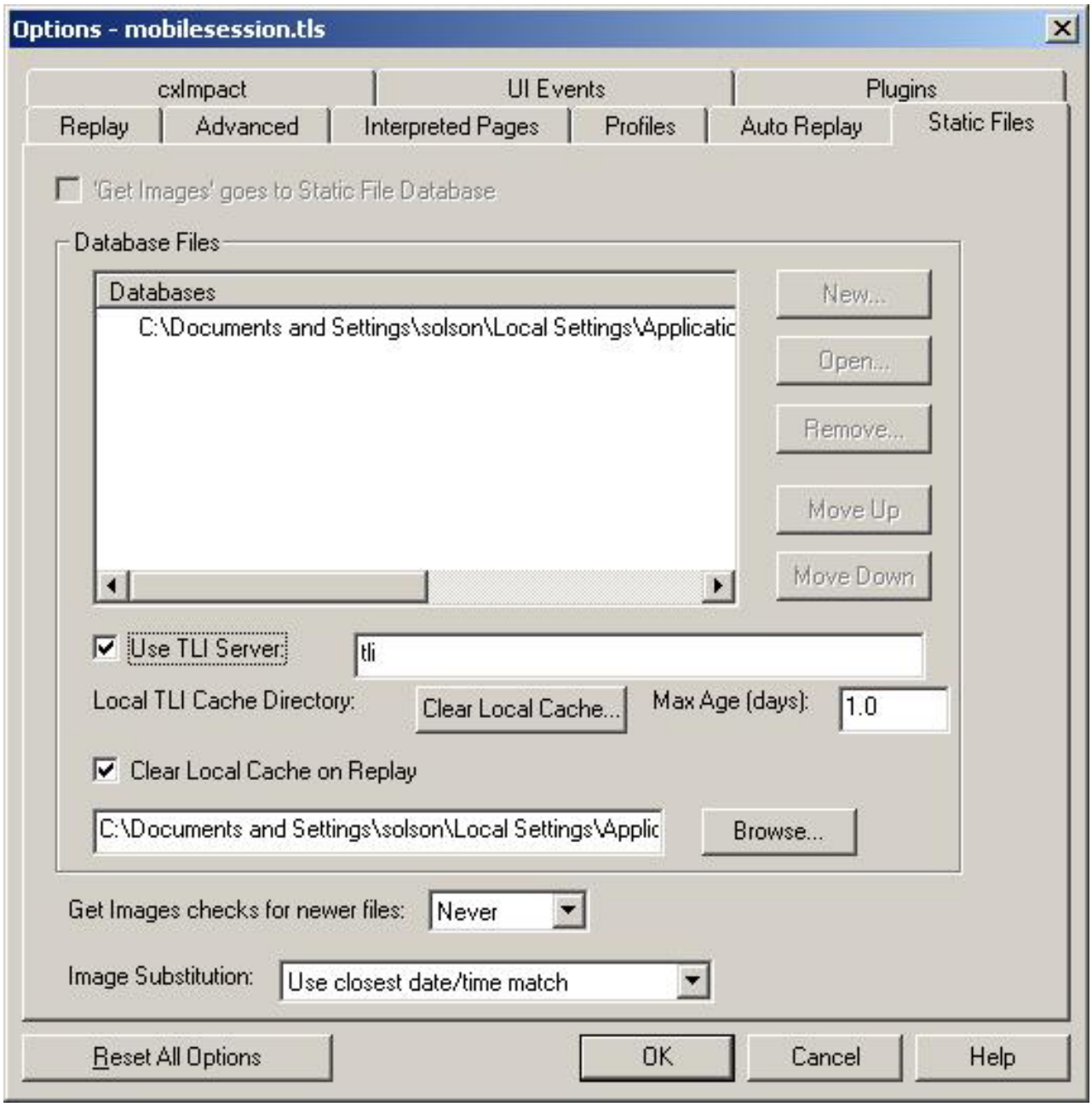

Figure 112. Static Files tab

Configuration in the Static Files options tab

- For more information about configuring RTV to use a remote TLI server, see "Using a TLI server" on page 246.
- For more information about creating local `.TLI` files, see "Creating local TLI files" on page 247.
  - For more information about how to manage these local `.TLI` files, see "Managing local TLI files" on page 248.
- For more information about updating local static content, see "Configuring static content updates" on page 250.

Using a TLI server

When management of static archives is properly configured, the Windows pipeline automatically detects static content and adds it to a `.TLI` file that is stored on the server. This archive then can be accessed by RTV through Search Server during replay to ensure that all Tealeaf users are referencing the same static content.

Note: Creation and management of static archives requires additional configuration. See "Managing Static Archives" in the *IBM Tealeaf cxImpact Administration Manual*.

- For more information about static files in general, see "Managing Static Archives" in the *IBM Tealeaf cxImpact Administration Manual*.
  - For more information about creating a TLI server, see "Managing Tealeaf Servers" in the *IBM Tealeaf cxImpact Administration Manual*.
- Typically, new archives are created on a daily basis. For more information about configuring server-side static content capture, see "TLI Session Agent" in the *IBM Tealeaf CX Configuration Manual*.

If a TLI Server is created in your Tealeaf environment, you can configure RTV to use the static files that are stored in TLI archives on that server.

- You may not delete static archives from a TLI server through RTV.

To configure use of the TLI Server:

1. In the Static Files options tab, click the `Use TLI Server` check box.
2. In the textbox, enter the name of the server that is hosting the TLI Server.
   - By default, the TLI Server uses port 19000, which is the same port that is used by default for Tealeaf Search Servers. If needed, you can specify a different port number.
   - A fully qualified domain name or IP address of the TLI server can be inserted, if needed.

     Note: You do not have to create a local database to store static content from the TLI server.
3. Click **OK**.

During replay, RTV connects to Search Server, which queries the TLI Server to attempt to provide static content from the most appropriate `.TLI` file that is stored on the server.

Local TLI cache:

When static content is retrieved from the remote TLI server, RTV stores the content locally in a cache. This cache is maintained as a series of files in a specified directory.

- To specify the local directory where the TLI cache is stored, click **Browse...** in the **Static Files Options** tab. Select the directory or create the directory folder. Click **OK**.
- When static content is retrieved from the remote TLI server, RTV stores it locally in this cache for faster access. If updates are made on the server, then the cache is updated the next time that a request is made for the static object.
- To clear this directory of TLI data, click **Clear Local Cache...**. Click **Yes**. The cache is emptied.

- You can specify how long data is allowed to remain in the local cache. Enter a value in the Max Age (days) textbox for the number of days permitted. The default value is `1.0`. Decimal values are accepted.
  - Time for a static object in the cache is measured from its initial create time.
- Optionally, you can choose to clear the local cache whenever a session is opened, which forces RTV to acquire the latest static objects from the TLI Server. To clear the cache, select the**Clear Local Cache on Replay** check box.

Creating local TLI files

If the session or sessions are a representative sample of typical visitor experiences with your web application, you can create a TLI file that captures most or all of the static content available on your site.

Note: A local `.TLI` file must be updated when there are significant changes to the web application or on an otherwise periodic basis. See “Managing local TLI files” on page 248.

To create a `.TLI` file

1. Begin a new session with your web application.
2. Visit as many pages as possible where static content is referenced.
   - Some knowledge of the web application structure is required.
   - If you are unsure, create a session by browsing to various areas of the site. You may need to visit some detail pages, which can reference different content from the home page of an area.
3. Create some means of identifying the session later through search.
   - If your web application stores a session or user identifying cookie, you can retrieve that value by looking in the source through your web browser.
   - You can also create a unique identifier by inserting a unique value in a data entry field, such as a search string.
4. When you have browsed the site, end the session.
5. After the session has closed, it may be a period of 5 to 15 minutes before the session has been indexed and made available for search.

   Note: If you have not configured Tealeaf to recognize when a session of your web application ends, Tealeaf automatically times out the session after a pre-configured period of inactivity. By default, this setting is 5 minutes. See "Configuring the CX Canister" in the *IBM Tealeaf CX Configuration Manual*.
   - You may be able to locate the session as through active search in RTV. However, depending on the identifier you are using, the session can be hard to locate.
6. Search for your unique identifier through Portal or RTV search.
   - For more information, “Session search and Subsearch” on page 105.
   - For more information, "Searching Session Data" in the *IBM Tealeaf cxImpact User Manual*.
7. When you have found the session, open it in RTV.
8. If you have not done so already, create the local `.TLI` file. See “Creating local TLI files.”
9. From the RTV menu, select **Tools** > **Get Images...**.
10. The static content is stored in the active `.TLI` file. This file is identified with a red asterisk (*) in the Databases panel of the Static Files Options tab.

- By default, RTV stores static content in a .TLI file in the following local directory:

  C:\Documents and Settings\<username>\Application Data\TeaLeaf\RealiTea

  where:
- <username> is the login identifier for your account on the local workstation.

Managing local TLI files

Over time, a static .TLI can become outdated with the current static content of your web application. Issues can be caused by .TLI content being incompatible with the current site. .TLI files must be managed and updated from time to time. Broken .TLI files must be removed from use. Through the Static Files tab, you can manage use and updating of the local .TLI files.

Note: In general, a single .TLI file must be used for each replay site in your web application.

In the Database Files pane of the Static Files tab, you can review the locally stored .TLI files, each of which corresponds to a separate database of static content, which is captured by Get Images at a separate time.

- The databases are listed in the order that they are searched for static content. To change the order, select a database file and use the **Move Up** and **Move Down** buttons.

  Note: To force an update of a specific file, move it to the top of the list and then select **Tools** > **Get Images** from the RTV menu. See "Get Images."
- To check for the last update of the file, browse your local computer to the TLI storage directory, which is listed in the previous section. Right-click the file and select **Properties**. The Modified date indicates the last time that it was updated.
- To create a new static database file, click **New...**. The file name and location can be modified before you save it. When saved, the file is added to the list.

  Note: A newly created database file is empty until it is populated by a Get Images command.
- To remove a static database file, select it and click **Remove...**. The file is removed from use as a static database file.

  Note: Removed files are not deleted from the file system. They are no longer populated by Get Images commands. You must delete them manually from the directory in which they are stored.
- To open a static database file that is not displayed in the list, such as one that is removed or copied to your computer, click **Open...**. Navigate your local computer to find the file to open. The opened file is added to the list of files.

For more information about reviewing the contents of a static file database (.TLI file), see "Reviewing static archive contents" on page 250.

Get Images

Using the Get Images command, you can download all non-captured static content files that are referenced in the current session at the same time, instead of acquiring them as needed during RTV replay renders.

- If RTV is displaying in the topmost window the replay of a single visitor's session in any view mode, then only the images that are needed for that session are fetched.

- If RTV is showing in the topmost window a view of a session segment, then the Get Images command applies to the set of selected sessions.
- If a page dynamically calls for a file as a result of running JavaScript, the Get Images command cannot pre-fetch these files.

To perform a Get Images:

Note: If Static Files Options tab is configured for RTV to access static content from a remote TLI server, the Get Images command is unnecessary. When the TLI server is queried for content, RTV stores static content locally in a separate cache. See "Local TLI cache" on page 246.

1. When `Get Images goes to Static File Database` is selected in the Static Files tab, running the Get Images command stores all static content in the currently active `.TLI` file. See "Creating local TLI files" on page 247.
2. Select a session or sessions:
   a. Select or open a session.
   b. You can apply the Get Images command when you select multiple sessions in the sessions list.
3. Select or load a recently captured session in RTV.
4. From the RTV menu, select **Tools** > **Get Images...**.
5. The static objects in the selected session are compared to any corresponding objects stored in the local archive.
   a. If there are differences between the objects, the new object is added to the local `.TLI` file.

      Note: New versions of existing objects in a local `.TLI` files do not replace the old version. Both versions are stored in the file.
6. By default, the Get Images command is configured to stop retrieving an individual item of content if it is unable to complete the retrieval within 45 seconds.
   - If an item cannot be downloaded within the configured timeout seconds, the item is skipped, and the next item in the list is processed.
   - To configure a new timeout setting, enter a value for the number of seconds in textbox. Then, click **Set Timeout**.
7. To close the dialog box after the copy to the static file database is complete, click the check box at the bottom of the window.
   - After you run the Get Images command, click the **Refresh** button in the toolbar to refresh the session from the cached content.

Creating a static file database enables RTV to reference this content locally, instead of having to fetch it during replay or require you to run a Get Images command to acquire the content.

- For more information about creating local `.TLI` files, see "Creating local TLI files" on page 247.
- You can review the contents of the static file database through RTV. See "Static File Database contents" on page 250.

The Get Images command runs a single snapshot of the static content that is referenced in the current session or selected sessions. However, this content and its location can change over time. Since the local data is static, the quality of replay of the referencing session can degrade over time.

- For more information about how to manage Static File databases over time, see "Managing local TLI files" on page 248.

Configuring static content updates

The Static Files Options tab provides controls for configuring how Search Server is instructed to manage updating RTV with static content referenced in a session.

You can configure when the Get Images command checks for updated files: `Never` (default) or `Always`.

Note: Setting this value to `Always` can affect impact system performance.

Image Substitution: The Image Substitution drop-down controls how Search Server locates the best `.TLI` file. This option allows older static content to be either archived or deleted depending on its usefulness, instead of storing all static content in a single large `.TLI` file.

When there are multiple images that are found for any URL, RTV can substitute the image that is based upon one of the following options:

Option Description

`Use newest`
The newest available image is substituted for the missing one.

`Use closest date/time match`
The missing image is substituted for the image that is closest to it, either forward or backward in time.

`Use closest previous date/time match`
The missing image is substituted for the image that is closest to it backward in time.

`Use closest following date/time match`
The missing image is substituted for the image that is closest to it forward in time.

Reviewing static archive contents

Whether you are using local or remote `.TLI` files, you can review the contents of the active static archive through RTV.

- If you are using a local `.TLI` file, you can get images from the currently open session into your `.TLI` file before you review it. See "Get Images" on page 248.
- To review the contents of the active static archive, select **View** > **Static File Database?** in the RTV menu. The Static File Database Contents dialog is displayed.

Static File Database contents

Using this tool, you can see the contents of the static file databases that are stored in the Tealeaf `.TLI` format.

- To view the contents of the currently active static file database, select **View** > **Static File Database**.
- You can manage multiple static file databases through RTV and configure RTV to download content to a local `.TLI` file when a Get Images command is completed. See "Static Files options tab" on page 244.
- For more information about getting images, see "Get Images" on page 248.

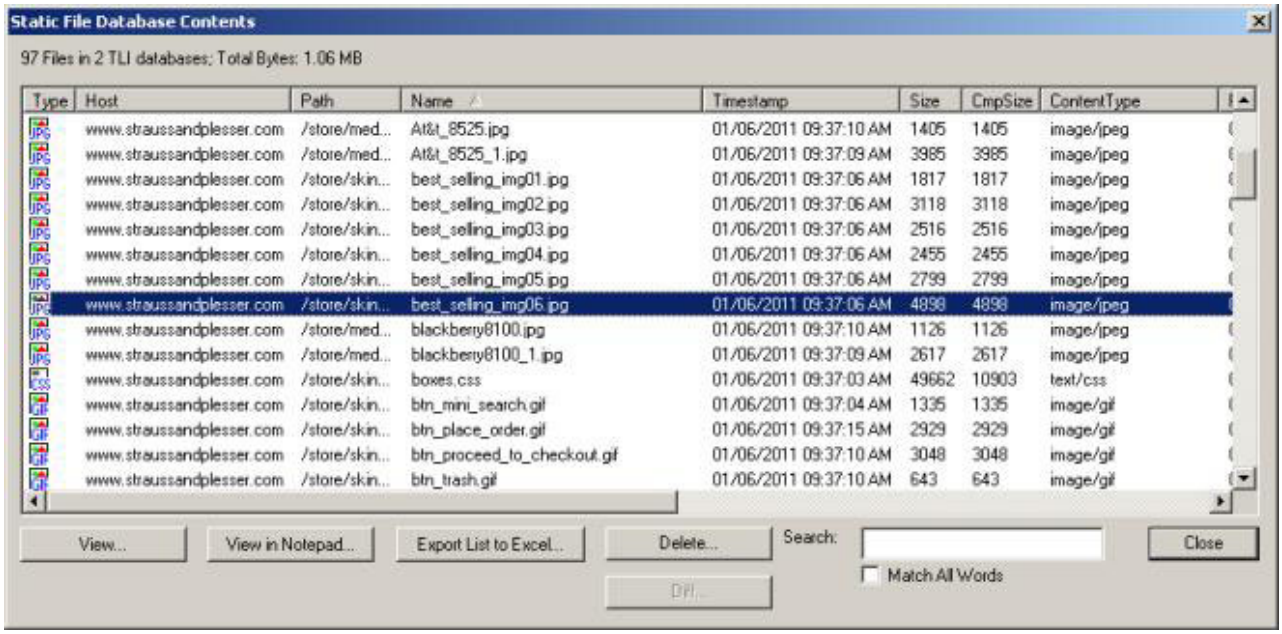
Static File Database Contents
97 Files in 2 TLI databases; Total Bytes: 1.06 MB
Type Host Path Name Timestamp Size CmpSize ContentType
www.straussandplesser.com /store/med... At&t_8525.jpg 01/06/2011 09:37:10 AM 1405 1405 image/jpeg
www.straussandplesser.com /store/med... At&t_8525_1.jpg 01/06/2011 09:37:09 AM 3985 3985 image/jpeg
www.straussandplesser.com /store/skin... best_selling_img01.jpg 01/06/2011 09:37:06 AM 1817 1817 image/jpeg
www.straussandplesser.com /store/skin... best_selling_img02.jpg 01/06/2011 09:37:06 AM 3118 3118 image/jpeg
www.straussandplesser.com /store/skin... best_selling_img03.jpg 01/06/2011 09:37:06 AM 2516 2516 image/jpeg
www.straussandplesser.com /store/skin... best_selling_img04.jpg 01/06/2011 09:37:06 AM 2455 2455 image/jpeg
www.straussandplesser.com /store/skin... best_selling_img05.jpg 01/06/2011 09:37:06 AM 2799 2799 image/jpeg
www.straussandplesser.com /store/skin... best_selling_img06.jpg 01/06/2011 09:37:06 AM 4898 4898 image/jpeg
www.straussandplesser.com /store/med... blackberry8100.jpg 01/06/2011 09:37:10 AM 1126 1126 image/jpeg
www.straussandplesser.com /store/med... blackberry8100_1.jpg 01/06/2011 09:37:09 AM 2617 2617 image/jpeg
www.straussandplesser.com /store/skin... boxes.css 01/06/2011 09:37:03 AM 49662 10903 text/css
www.straussandplesser.com /store/skin... btn_mini_search.gif 01/06/2011 09:37:04 AM 1335 1335 image/gif
www.straussandplesser.com /store/skin... btn_place_order.gif 01/06/2011 09:37:15 AM 2929 2929 image/gif
www.straussandplesser.com /store/skin... btn_proceed_to_checkout.gif 01/06/2011 09:37:10 AM 3048 3048 image/gif
www.straussandplesser.com /store/skin... btn_trash.gif 01/06/2011 09:37:10 AM 643 643 image/gif
View...
View in Notepad...
Export List to Excel...
Delete...
Diff...
Search:
Match All Words
Close

Figure 113. Static File Database Contents

- To select multiple files, press `SHIFT` or `CTRL` and select the files.
- To view a static database file in its default viewer, select it and click **View**.
- To view a text-based static database file in `Notepad.exe`, select it and click **View in Notepad?**.
- To export the list into Excel-readable format, click **Export List to Excel...**.
- To delete one or more files, select them and click **Delete...**.
- To compare the differences between two text-based items in the static file database, select the items and then click **Diff...**. The differences are displayed in `Notepad.exe`.
- To search the list of objects, enter a text string in the Search box. To match the search against all words in the text box, click the check box. Then, press `ENTER` to filter the display to show only the matching objects.
- For more information about using this window to interact with a TLI server, see "Browsing TLI Server files" on page 252.
- To close the dialog, click **Close**.

At the top of the dialog, you can review the number of files and volume of data that is stored in the selected database file(s).

Column
Description

`Type` Type of static file

`Host/Path/Name`
Columns define the full URL to the static file.

`Timestamp`
Timestamp when the static file was loaded into the database

`Size` Size in bytes of the raw source object

CmpSize
Size in bytes of the compressed static file

ContentType
Mimetype of the listed file

File Full path to the `.TLI` file where the static file resides

MD5 MD5 checksum applied to the file to verify data integrity. If multiple objects share MD5 value, then the underlying data is the same. The stored data is shared between the entries.

Browsing TLI Server files

When you use a TLI Server, you can use theStatic File Database Contents window to browse the local TLI cache that contains objects that are retrieved from the TLI Server or TLI files that are stored remotely on the server.

- When you use a TLI server, the local cache is first queried for static objects to display. If no matches are found, RTV then queries the remote TLI server.
- For more information about TLI Servers, see "Managing Static Archives" in the *IBM Tealeaf cxImpact Administration Manual*.

Browsing the Local TLI cache:

Instructions on how to browse the Local TLI cache.

To browse the local TLI cache:

1. In the lower-left corner, click the **Local Cache** button.
2. The contents of the window are updated with the static objects that are stored in the local cache that is managed by RTV.

Selecting TLI Files from remote server:

Instructions on how to select TLI Files to view from the remote server.

1. In the lower-left corner, click the **TLI Server** button.
2. The configured TLI server is listed in the textbox. For more information about changing the TLI server, see “Static Files options tab” on page 244.
3. To browse TLI files available on the server, click **Select**.
4. The Server TLI Selection dialog is displayed.

Server TLI Selection:

In the Server TLI Selection dialog, you can select a specific TLI file or set of TLI files to view in the Static File Database dialog. The list of TLIs available on the selected server is displayed.

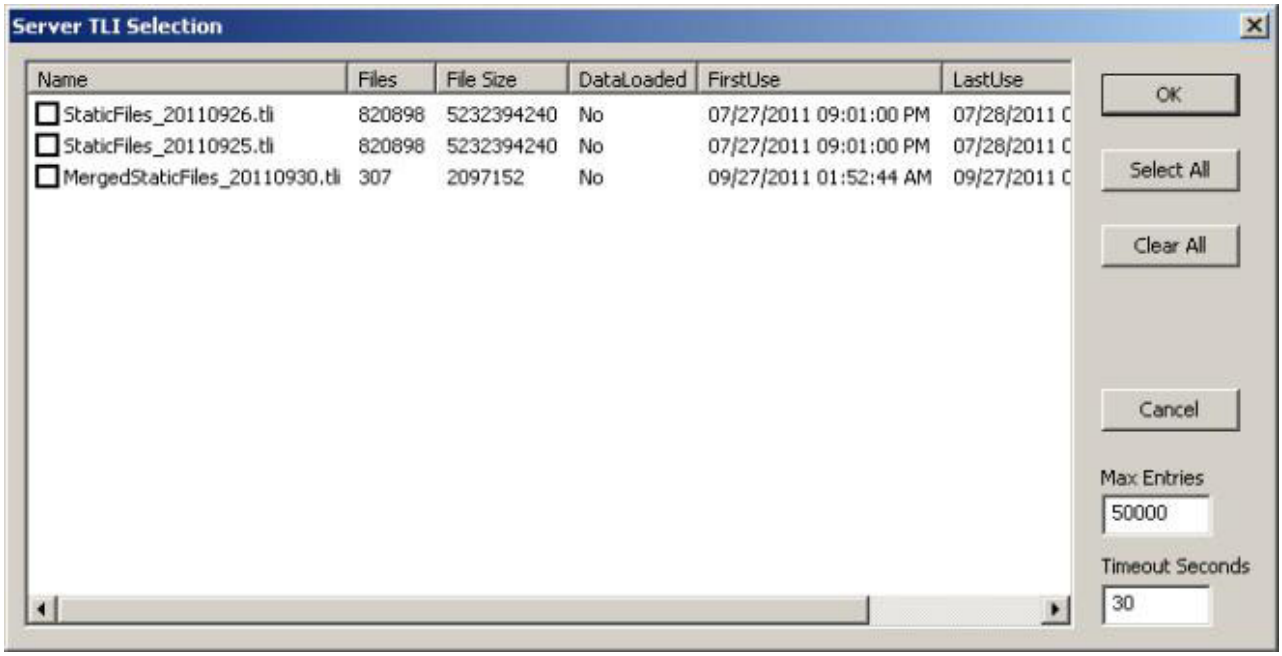

Figure 114. Server TLI Selection

- To select one or more TLI files on the specified server, click the check box next to its name.
- To select all available TLIs, click **Select All**.
- To clear all selections, click **Clear All**.
- To load your selections into the Static File Database Contents window, click **OK**.
- To cancel your selections, click **Cancel**.

When one or more TLI files is selected, the Static File Database Contents window is updated with the static objects retrieved from the selected files on the TLI Server.

TLI settings:
You can specify the maximum number of entries permitted when viewing the selected TLI file in the Static File Database Contents window. Enter a value in the Max Entries textbox. This setting is enforced when the entries in the selected file or files on the server are downloaded for review in RTV.

You can specify the maximum time in seconds that RTV is permitted to attempt to contact and download static content entries from the selected TLIs. Enter a value in the Timeout Seconds textbox.

During retrieval of entries from the TLI file, both TLI settings are applied; if either of the settings is reached during the download, the retrieval is stopped, and the entries that are downloaded so far are displayed in theStatic File Database Contents window.

- These limits are imposed to prevent excessively large queries of the Search Server, which can cause it to crash.

Locating static content in session data

During replay of a session, it is not apparent to the RTV user whether the static content is in the RTV cache, in a `.TLI` file, or on the origin server.

To locate static content objects in session data:

1. Perform a search using Text in Response as a search term, specifying the file name of a static object that should be stored in a static archive (for example, `example.gif`).
   - See "Session search and Subsearch" on page 105.
2. When you are able to locate a session that contains the static object, find the hit where the object is referenced.
3. Click the **Replay view** button.
4. From the RTV menu, select **View** > **Page Load Details**.
5. In the Page Load Detailswindow, the Source column cancontain the following references:

   Value Description

   `IE Cache`
   Retrieved from the RTV cache

   `TLI + filename`
   Retrieved from local TLI `filename` file or the local cache, depending on whether you are using a TLI server or not.

   `Remote TLI + date`
   Retrieved from the TLI server file for the specified `date`

See "Context menu" on page 177.

Refreshing static archives

This information describes the steps one must take to refresh static archives.

Refreshing local archives

This information describes the steps one must take to refresh local archives.

Clearing the IE Cache

Clearing the IE Cache allows RTV to initially look for content in local `.TLI` files or through the remote TLI server system. Clearing the cache periodically ensures that RTV is using the most current versions of the content available for replay.

- For more information about clearing local content that is cached from a TLI server, see "Clearing the local TLI cache" on page 255.

To clear the IE cache:

1. In the RTV menu, select **View** > **IE Cache**.
2. In the IE Cache window, click **Delete All**. Confirm the deletion.
3. Click **OK**.
   - For more information about the IE Cache, see "RTV Menus" on page 153.

When RTV encounters subsequent references to these objects in session data, the application attempts to retrieve the content from local or remote TLIs.

Refreshing local archive contents

Instructions on how to refresh local archive contents.

- To refresh the currently active local archive, load a recently captured session in RTV. Then, select **Tools** > **Get Images...** to update the local archive with the content referenced in the session data. See "Get Images" on page 248.
- You can also remove the current local static archive or make a different file the active one. See "Static File Database contents" on page 250.

Refreshing remote archives

Static archives that are managed by a remote TLI server are renewed every day. If the content of a static object changes, the TLI server recognizes the difference and loads the new version of the object into the archive while it retains the former copy for archival purposes.

For example, if a JavaScript file is changed and deployed, sessions that reference the file before it was updated still reference the old version. Sessions that are captured and processed by Tealeaf after the new JavaScript file is deployed and stored on the remote TLI server reference the new file.

Clearing the local TLI cache

Content that is retrieved from a TLI server is cached locally.

As needed, you can clear this cache to force a refresh from the TLI server. See "Local TLI cache" on page 246.

Static archive Reporting

Through RTV, you can export the contents of a static archive into Excel for reporting purposes.

To generate a report on static archive contents:

1. If needed, you must update the contents of the local version of the static archive by using a Get Images command. See "Get Images" on page 248.
2. From the RTV menu, select **View** > **Static File Database...**.
3. The contents of the local copy of the currently active static archive are displayed.
4. To export this data to Excel, click **Export List to Excel...**.
5. The contents of the displayed list of static content are opened in a new Excel worksheet.
   - See "Static File Database contents" on page 250.
6. The exported list can be inserted into an Excel report that provides summary information and detail breakdowns for each object in the static archive.

Chapter 10. IBM Tealeaf documentation and help

IBM Tealeaf provides documentation and help for users, developers, and administrators.

Viewing product documentation

All IBM Tealeaf product documentation is available at the following website:

https://tealeaf.support.ibmcloud.com/

Use the information in the following table to view the product documentation for IBM Tealeaf:

Table 21. Getting help

To view...	**Do this...**
Product documentation	On the IBM Tealeaf portal, go to **?** > **Product Documentation**.
IBM Tealeaf Knowledge Center	On the IBM Tealeaf portal, go to **?** > **Product Documentation** and select *IBM Tealeaf Customer Experience in the ExperienceOne Knowledge Center*.
Help for a page on the IBM Tealeaf Portal	On the IBM Tealeaf portal, go to **?** > **Help for This Page**.
Help for IBM Tealeaf CX PCA	On the IBM Tealeaf CX PCA web interface, select **Guide** to access the *IBM Tealeaf CX PCA Manual*.

Available documents for IBM Tealeaf products

The following table is a list of available documents for all IBM Tealeaf products:

Table 22. Available documentation for IBM Tealeaf products.

IBM Tealeaf products	**Available documents**
IBM Tealeaf CX	• *IBM Tealeaf Customer Experience Overview Guide* • *IBM Tealeaf CX Client Framework Data Integration Guide* • *IBM Tealeaf CX Configuration Manual* • *IBM Tealeaf CX Cookie Injector Manual* • *IBM Tealeaf CX Databases Guide* • *IBM Tealeaf CX Event Manager Manual* • *IBM Tealeaf CX Glossary* • *IBM Tealeaf CX Installation Manual* • *IBM Tealeaf CX PCA Manual* • *IBM Tealeaf CX PCA Release Notes*

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Table 22. Available documentation for IBM Tealeaf products (continued).

IBM Tealeaf products	Available documents
IBM Tealeaf CX	• *IBM Tealeaf CX RealiTea Viewer Client Side Capture Manual* • *IBM Tealeaf CX RealiTea Viewer User Manual* • *IBM Tealeaf CX Release Notes* • *IBM Tealeaf CX Release Upgrade Manual* • *IBM Tealeaf CX Support Troubleshooting FAQ* • *IBM Tealeaf CX Troubleshooting Guide* • *IBM Tealeaf CX UI Capture j2 Guide* • *IBM Tealeaf CX UI Capture j2 Release Notes*
IBM Tealeaf cxImpact	• *IBM Tealeaf cxImpact Administration Manual* • *IBM Tealeaf cxImpact User Manual* • *IBM Tealeaf cxImpact Reporting Guide*
IBM Tealeaf cxConnect	• *IBM Tealeaf cxConnect for Data Analysis Administration Manual* • *IBM Tealeaf cxConnect for Voice of Customer Administration Manual* • *IBM Tealeaf cxConnect for Web Analytics Administration Manual*
IBM Tealeaf cxOverstat	*IBM Tealeaf cxOverstat User Manual*
IBM Tealeaf cxReveal	• *IBM Tealeaf cxReveal Administration Manual* • *IBM Tealeaf cxReveal API Guide* • *IBM Tealeaf cxReveal User Manual*
IBM Tealeaf cxVerify	• *IBM Tealeaf cxVerify Installation Guide* • *IBM Tealeaf cxVerify User's Guide*
IBM Tealeaf cxView	*IBM Tealeaf cxView User's Guide*
IBM Tealeaf CX Mobile	• *IBM Tealeaf CX Mobile Android Logging Framework Guide* • *IBM Tealeaf Android Logging Framework Release Notes* • *IBM Tealeaf CX Mobile Administration Manual* • *IBM Tealeaf CX Mobile User Manual* • *IBM Tealeaf CX Mobile iOS Logging Framework Guide* • *IBM Tealeaf iOS Logging Framework Release Notes*

Appendix. Build notes

This information contains release notes about the individual official builds for the IBM Tealeaf CX RealiTea Viewer available for this release. Included in these notes is a list of issues that are addressed in the build, and also new features and any dependencies.

Note: RTV is released on a schedule that is independent of IBM Tealeaf cxImpact.

Note: Tealeaf recommends upgrading to the latest available RTV build for any Release whenever possible.

The IBM Tealeaf CX RealiTea Viewer is a stand-alone application that can be installed on your local desktop to enable searching for and replaying Tealeaf sessions. For more information about RTV, see "RealiTea Viewer (RTV) User Manual" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Note: No RTV-only builds were issued for Release 8.7.

RTV Build 8452

RTV version: 8.4.1.8452
Release Date: 24-Apr-2012
Dependencies:

- Other fix dependencies: Customers can upgrade to RTV 8452 from any 6.x or 7.x build of RTV.

  Note: In general, avoid installing builds of RTV that are for versions of IBM Tealeaf cxImpact released later than the version in use in your Tealeaf environment. If you are also installing the Event Editor with RTV, the major and minor version of the Event Editor must match the major and minor version of IBM Tealeaf cxImpact. If they do not match, the Event Editor cannot commit changes to the Event Master server.
- Other component dependencies: None

Compatibility:
Customers can upgrade to RTV 8452 from any 6.X or 7.X build.

Note: Before you begin upgrading, verify that your system is properly sized for RTV Release 7.x, as the system requirements changed. See "RealiTea Viewer Overview" in the *IBM Tealeaf RealiTea Viewer User Manual*.

Table 23. 8.4.1.8452 Issues Addressed:

Description of Issue
Status Code 404 errors that are caused by failing to remove question marks (?) display before anchor tags in response content during replay.

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